INDIANA OFFICE OF TECHNOLOGY

State of IN.gov

2010

State of IN.gov

Agenda

- About IN.gov, Robert Paglia
- Fiscal Year 2010 Review, Robert Paglia
- Fiscal Year 2011 Goals, Robert Paglia & Alvin Wilson
- Social Media Update, Mark Amick
- Governance Council Update, Mark Amick

INDIANA OFFICE OF TECHNOLOGY

About IN.gov

Robert Paglia, Director of IN.gov

About the IN.gov Program

Features – http://www.in.gov/iot/ingov

Leveraging offerings in:

- Security and Privacy
- Application Development
- Payment Processing
- Web & Mobile Technology
- Content Management System
- Social media (e.g. Twitter,Facebook, YouTube)
- Marketing and Trending
  - ExactTarget, Webtrends, & GovDelivery
- Customer Services & Accessibility
  - WebMasters.IN.gov, RightNow Live Chat, FAQs, BrowseAloud

IN.gov

SEARCH

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advanced search

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Find an Agency Find a Person HELP

IN.gov Web Portal, a division of
Indiana Office of Technology

- IN.gov Web Portal Home
- What's New
- About Us
- Contact Us
- IN.gov Councils
- Newsletters & Presentations

Portal Services

- BrowseAloud
- ExactTarget
- GovDelivery
- Mobile
- WebTrends
- WebCMS

WebMasters.IN.gov

- Interactive Applications
- Web Content
- Web / Email Addresses
- Billing / Payment Processing
- Statewide Solutions
- General Inquiry

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IN.gov Application/Portal Status

IN.gov Customer Service is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095. Last updated at 4:32:36 PM on October 1, 2009.

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What's this?

Welcome

"Hardworking Hoosiers have better things to do than wait in line for government services. IN.gov's expanded offerings and improvements are making it more convenient for citizens to conduct their business with state agencies." - Governor Mitch Daniels

As a division of the Indiana Office of Technology, the IN.gov Program is the organizational entity responsible for IN.gov. The IN.gov Program supports all state web design and development and establishes and enforces polices to ensure that IN.gov is safe, secure, and easy to-use.

Online Services
FIRST IN LINE EVERY TIME

- CMS Training
- Mobile.IN.gov
- Submit an IOT Customer Service Ticket
- Self-Service Password Reset
- Exact Target Renewal/Order Form
- Forms.IN.gov

More Online Services »
Account Center »

Stay Connected

Mobile RSS Feeds

Top FAQs | I Want To...

1. For State Employees Only: May I browse Websites for personal use?
2. How far back do the Limited Criminal History Check records go?
3. For State Employees Only: May I listen to music or Internet radio on my computer? ...
4. For State Employees Only: May I send and receive personal e-mail from websites ...
5. Can I access Driver License, Vehicle Registration, and Vehicle Title Searches ...
6. For State Employees Only:May I store personal email addresses and phone numbers ...

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-800-382-1095

About the IN.gov Program

Statistics

- 6.1 million transactions $361 million transacted;
- More than 150 interactive applications
- 108 Websites hosted in the Content Management System
  - Over 120,000 files and images
  - Over 400 users will soon span all branches of government
  - Executive, Legislative, and Judiciary (Winter 2010)
- Mobile Technology
- 77 mobile sites
- Over 275,000 hits since January 2010.
- Visitors to IN.gov
  - Over 73 million visits FY 2010
  - 262 Million page views in FY 2010

About IN.gov

Refine Business process

- QA Resource added to IN.gov Program
- Dedicated Support Queue Manager
- Weekly Status Reports to Agencies
- WebMasters: New Application Request
- WebMasters: New Website Request
- Application Capabilities and Improvements
  - Daptiv Defect Tracking
  - QA Environment
  - Oracle Open Script
  - Load Testing (as needed)

Sunshine Review

Sunny Award

www.IN.gov websites receives an “A” in Sunny Review. The Sunshine Review is a non-profit organization dedicated to state and local government transparency.

Sunshine Review

Sunny Award

The grade was based on the following features:

- Site has a search function and is easy to navigate.
- Budget is published.
- Elected officials are listed with contact information.
- Ethics commission information is provided.
- State tax information is posted.
- Audit reports are published.
- Information on and from for requesting public records are available.
- All active state contracts are available.
- Administrative officials are listed with contact information in a searchable directory.
- **Indiana Transparency Portal (End of Month)**

INDIANA OFFICE OF TECHNOLOGY

Fiscal Year 2010 Review

Robert Paglia, Director of IN.gov

Fiscal Year 2010

Goals and Accomplishments

- IN.gov Applications Delivered
- New and Migrated Websites
- Mobile.IN.gov
- Forms.IN.gov
- WebMasters.IN.gov
- WebTrends Integration
- IN.gov Home Page Redesign
- Services.IN.gov
- IOT/Indiana Interactive Contract Renewal
- Social Media Policy
- Portal Statistics

Fiscal Year 2010

IN.gov Applications Delivered

Agency	Application Name	Deployment Date
Department of Agriculture	*Farmers Market Directory	November 2009
Department of Revenue	iFile	January 2010
Department of Revenue	Electronic Payment (ePay)	January 2010
Department of Insurance	*INREAL Database	January 2010
Professional License Agency	License Search Digital Cert.	February 2010
Governor's Office	Mr. & Ms. Math and Science	February 2010
Department of Children	*Child Support Data Application	May 2010
Lobby Registration Commission	E-File Enhancements	June 2010
Dept of Natural Resources	*Gift Certificate Application	June 2010

*New Application

Fiscal Year 2010

IN.gov Applications Delivered (Cont'd)

Agency	Application Name	Deployment Date
Dept of Natural Resources	Public Hunting, Fishing, & Trapping license system	June 2010
Dept of Natural Resources	Property and point of sale System	June 2010
Bureau of Motor Vehicles	Title and Registration Search	June 2010
Bureau of Motor Vehicles	*Apportioned Plates Search	July 2010
Bureau of Motor Vehicles	*Parking Ticket (Web & PTP)	July 2010
Department of Child Services	*Child Support Arrears Delinquency Registry	July 2010
Bureau of Motor Vehicles	Electronic Insurance Forms Submission	August 2010
State Police	*Meth.IN.gov	August 2010

*New Application

Fiscal Year 2010

IN.gov Applications Delivered (Cont'd)

Bureau of Motor Vehicles

Record Search: Title and Registrations

- Enhanced consists of:
  - 1,735 Enhanced Access Subscriber Accounts
  - 4,258 Enhanced Access users
- Increased access security from 1 to 8 levels.
- Increased Industry Group access from 1 to 20.
- Validation process created for every Industry Group
- Quarterly audits of Industry Group
- 625,888 records queried YTD.

Fiscal Year 2010

IN.gov Applications Delivered (Cont'd)

Department of Revenue

Registered Retail Merchant Certificate (RRMC)

- Deployed January 2010
- Legislation requiring DOR to post a list of all businesses who have expired RRMCs due to nonpayment of delinquent sales tax
- Featured by more than 50 media outlets
- There were 26,111 businesses on the list when it went live. There are currently 25,988 businesses on the list.
- DOR has collected $2,858,584.22 from 914 taxpayers

Fiscal Year 2010

IN.gov Applications Delivered (Cont'd)

Department of Insurance

Residential Real Estate Acquisition of Licensee Information and Numbers Database

- Deployment on January 1st, 2010
- All closing agents are required to a online form following the completion of a real estate transaction.
- 76,592 filings from January 1, 2010 until present.
- AG, DFI and SOS currently have open investigations as a result of the data received from the database.

Fiscal Year 2010

IN.gov Applications Delivered (Cont'd)

Department of Child Services

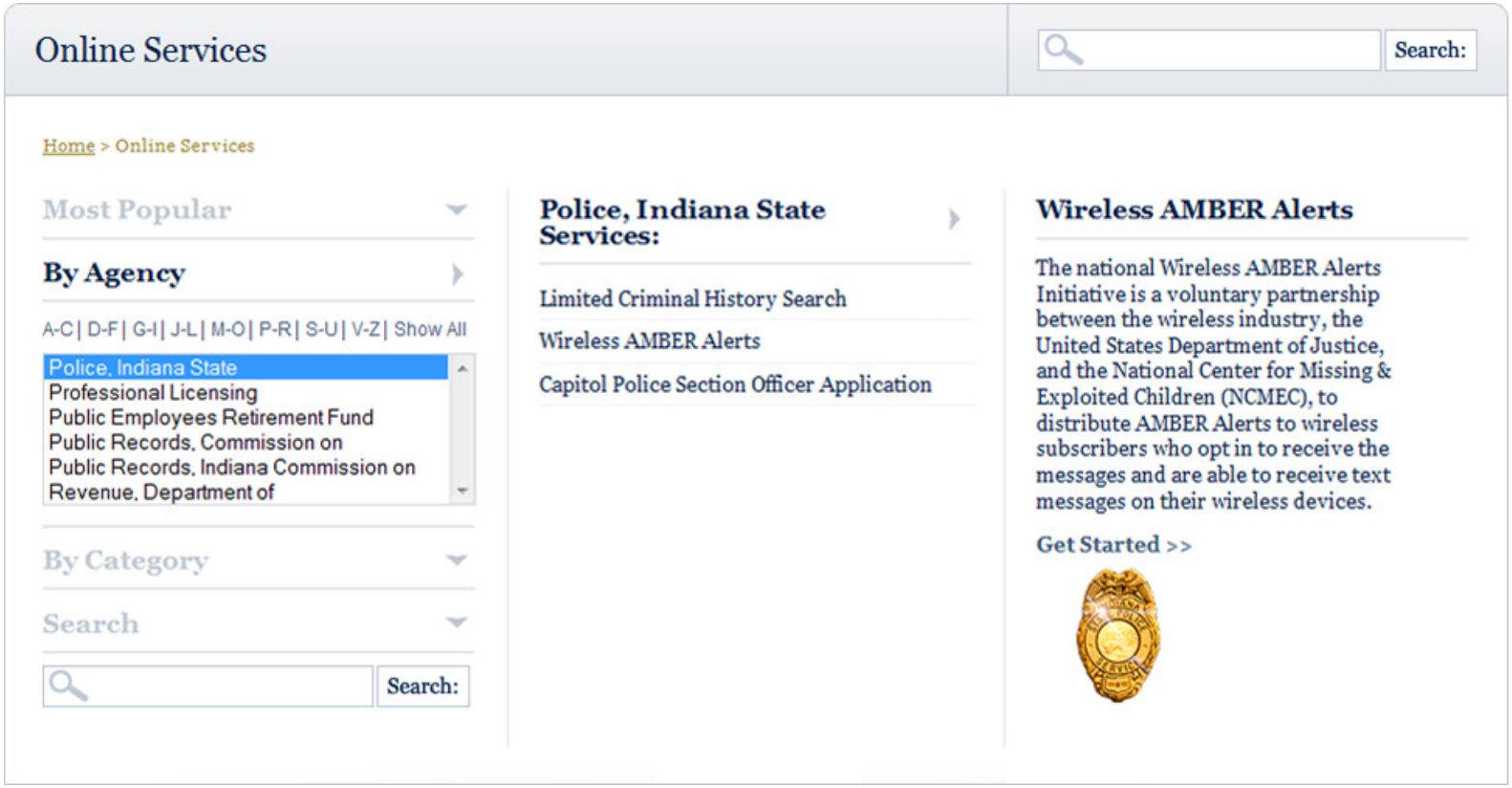
Child Support Arrears Delinquency Registry (CSADR)

- Deployment on July, 2010
- Provides access to Indiana Child Support Enforcement Tracking System
- Withhold and remit payment of delinquent child support owed from cash winnings of at least $2,000 or 3 months

Fiscal Year 2010

IN.gov Applications Delivered (Cont'd)

Indiana Office of Technology - *Online Services Search*



Fiscal Year 2010

IN.gov Websites

- IN.gov Program Website
- IOT- Mobile.IN.gov, Aug-2009
- Secretary of State, Aug-2009
- Education Round Table, Aug-2009
- IN.gov Program, Oct-2009
- ISDH – H1N1, Nov-2009*
- Attorney General, Jan -2010
- Legislative, Jan-2010
- [FSSA] Richmond State Hospital Migration, Mar-2010
- Department of Insurance, Apr-2010

***New Website**

Fiscal Year 2010

IN.gov Websites (Cont'd)

- Indiana Intelligence Fusion Website, May 2010*
- Services.IN.gov [DOR, DNR, ISP, FSSA, PLA], July-2010*
- Indiana Tobacco Quitline, Jun-2010
- Blue River Commission, Jun-2010
- Wabash River Heritage Corridor, Jun-2010
- State Fair, Mar-2010

*New Website

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2. How far back do the Limited Criminal History Check records go?
3. For State Employees Only: May I listen to music or Internet radio on my computer? ...
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5. Can I access Driver License, Vehicle Registration, and Vehicle Title Searches ...
6. For State Employees Only:May I store personal email addresses and phone numbers ...

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GOVERNOR MITCH DANIELS
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Find an Agency Find a Person HELP

Welcome to the Official Mobile Website of the State of Indiana

- mobile.IN.gov Home
- Overview
- Find an Agency
- Mobile Agency Website
- Events and News
- Find a Person
- IN Bureau of Motor Vehicles
- IN Hoosier Lottery
- Alerts
- Suggest a Mobile Service

Sign up for mobile.IN.gov updates >>

Type this URL into your phone's browser:
www.IN.gov

Mobile.IN.gov is Here!

learn more

Welcome to mobile.in.gov

The evolution of mobile devices is requiring the state to expand our presence to meet the demands of the growing group of customers.

Subscribe for e-mail updates >

1. Worldwide phone penetration continues to climb at a break-neck pace, with over 4 billion mobile subscribers. (ITU, 2009)
2. In comparison, the PC industry is forecasted to see its sharpest unit decline in history. (Gartner, 2009)
3. Prevailing economic conditions will accelerate this trend, as users consolidate pricey communication services into cost-effective, all-in-one mobile devices. (comScore, 2008)
4. For the first time ever, half of all new connections to the internet will come from a phone in 2009. (eMarketer, 2008 and 2009)

Mobile adoption facts

58 percent of U.S. online consumers already own a Web-enabled mobile phone.

- Of those consumers, 1 in 10 has bought products or services with their device.
- Consumer adoption has grown in the past year as a result of more appealing mobile Internet user experiences

Mobile Services
FIRST IN LINE EVERY TIME

- Branch Time - Real Time
- Hoosier Lottery
- Forms.N.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. I use an iphone or storm, how do I view the desktop website in my phone?
2. Why should I subscribe to mobile.IN.gov updates?
3. Why do I see the desktop site when viewing from my mobile phone?
4. What are Silver Alerts?

More FAQs »

Suggest a Mobile Service

INDIANA SECRETARY OF STATE
TODD ROKITA

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IN.gov | Secretary of State | SEARCH | advanced search

OFFICIAL WEB SITE OF THE INDIANA SECRETARY OF STATE

- SOS Home
- About SOS
- Business Services Division
- Securities Division
- Election Division
- Dealer Services Division
- Forms
- Media Center
- Contact Us

Sign up to receive e-mail and wireless updates from SOS

Welcome

- May 4, 2010 Primary Election Results
- Indiana Campaign Finance
- Learn About Vote Centers

Press Releases

- August 16, 2010 - Indiana Secretary of State Todd Rokita receives highest honor from Taiwan
- August 12, 2010 - Official statement from Secretary Todd Rokita regarding the latest developments in the case against Marcus Schrenker
- August 5, 2010 - Indiana Secretary of State Todd Rokita publishes top 10 list of investor scams Hoosiers should avoid

More News »

Online Services
FIRST IN LINE EVERY TIME

- Form a New Business
- File Entity Report
- File UCC
- File a Securities Complaint
- Search Securities Registrations
- View Election Results
- Search list of valid auto dealers
- Forms.IN.gov

More Online Services »
Account Center »

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Top FAQs | I Want To...

1. Where do I find a Certificate of Existence or Good Standing?
2. Where do I find information to start a new business?
3. How do I file a business entity report?
4. Who do I contact about Corporation filing?
5. How do I reinstate a business?

INDIANA INVESTMENT WATCH

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-317-232-6531

INDIANA'S EDUCATION ROUNDTABLE

Online Services
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Education Roundtable Home
About the Roundtable
Members
Meetings
Presentations
Resolutions
Issues
Partners
Public Comment
Information For
Students
Parents
Adult Learners
Community Partners

Top FAQs | I Want To...

1. What is the state's action plan for K-12 education?
2. Where can I find a list of current Roundtable members?
3. Where do I find information on upcoming Roundtable meetings?
4. Are Roundtable meetings open to the public?
5. How are Roundtable members appointed?
6. How can I contact or send feedback to the Roundtable?
7. What is the state's strategic plan for higher education?
8. When does the Indiana Commission for Higher Education meet?
9. Where do I find current information and data for Indiana's K-12 schools?

Welcome

LEARNMORE INDIANA

Co-chaired by the Governor and Superintendent of Public Instruction, Indiana's Education Roundtable serves to improve educational opportunity and achievement for all Hoosier students. Composed of key leaders from education, business, community, and government, the Roundtable is charged with:

- Ensuring the state has world class academic standards for student learning,
- Aligning the state's ISTEP+ assessments that measure student achievement with those standards,
- Setting the passing scores for ISTEP+, and
- Making ongoing recommendations focused on improving student achievement to the Governor, Superintendent of Public Instruction, General Assembly, Indiana State Board of Education, and others.

Learn More >>

IN.gov

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GOVERNOR MITCH DANIELS
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About Indiana | Agriculture & Environment | Business & Employment | Education & Training | Family & Health | Law & Justice | Public Safety | Taxes & Finance | Tourism & Transportation

Find an Agency | Find a Person | HELP

2009 H1N1 Influenza A

- 2009 H1N1 Influenza A Home
- H1N1 Influenza A Vaccine
- Influenza in Indiana
- Info for Medical Providers
- Resources
- 2009 H1N1 Flu Pandemic
- Businesses
- Media Resources

Frequently Visited

- H1N1 Flu Vaccine in Indiana
- Influenza Surveillance Summary
- Preventing the Flu

For More Information

- Flu.Gov
- CDC H1N1 Flu Site

Sign up to receive e-mail and wireless updates from H1N1

2009 H1N1 Influenza A

Online Services
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- Indiana Board of Animal Health
- Indiana State Department of Health
- Indiana Department of Homeland Security
- Centers for Disease Control & Prevention
- Ready.Gov
- Forms.IN.gov

More Online Services »
Account Center »

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Top FAQs | I Want To...

1. What is the difference between swine flu and this new strain of influenza?
2. What are the symptoms of this new flu strain in humans?
3. Can people catch the flu from eating pork?
4. How do I prevent the spread of flu?
5. How do I get more information about this flu?
6. Does getting the seasonal flu shot protect me from catching this flu virus?
7. What medications are available to treat flu infections in humans?

Updated! Photo Gallery

Flu Shot Locator
Find a Flu Shot Clinic Near You

H1N1 Vaccine
Local Health Department Flu Clinic Info · Resources
Flu Shot Locator on Google · Vaccine Recommendations

Influenza in Indiana
Weekly Flu Summary · Flu Shot Locator on Google
Do I Have the Flu? · What To Do About the Flu

Info for Medical Providers
Weekly Influenza Report · Vaccine Q & A · Resources
Pharmacy Info · Lab Information & Resources

Resources
Schools · Parents & Childcare Providers · Public Safety
Animal Health · Food Safety

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Criminal Justice
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IndianaUnclaimed.com
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Online Services
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- Find Unclaimed Money
- Sign up for Fraud Alerts
- Register for Do Not Call
- Place a Credit Freeze
- Request a Speaker

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Top FAQs | I Want To...

1. How do I register for the Do Not Call List?
2. How do I file a consumer complaint?
3. When should I file a consumer complaint?
4. What does the Attorney General's Office do?
5. How do I search for consumer lawsuits?
6. Can the Attorney General give legal advice?
7. How do I search for unclaimed property?

More FAQs »

Welcome

The Office of the Indiana Attorney General helps protect the rights, freedoms and safety you enjoy as a citizen of the Hoosier state. Attorney General Greg Zoeller and his staff are dedicated to meeting the state's legal needs, as well as the needs and interests of its citizens.

Latest News

- David Caswell, New Century Publishing face legal action following misleading representations to authors (view)
- Second time is a charm for Indianapolis resident with unclaimed property (view)
- Second time's a charm for Indianapolis resident with unclaimed property (view)
- Second time is a charm for Indianapolis resident with unclaimed property (view)
- State and Federal law enforcement agencies announce actions against illegal marketers (view)

Indiana General Assembly

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- Indiana General Assembly Home
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- FAQs
- **Legislators**
- House of Representatives
- Senate
- Who's Your Legislator
- Legislation by Legislator
- Contact your Legislator
- **Session Information**
- Standing Committees
- Bills & Resolutions
- Floor Calendars
- Rules
- Journals
- Bill Drafting Manual
- Deadlines
- **Interim Study Committees**
- Study Committees
- Calendar
- **Publications and Documents**
- Handbooks
- Property Tax Studies
- Fiscal Reports
- Evaluation Reports
- Other Reports
- Reports from Agencies
- **Laws**
- Constitution & Statutes
- Recodification and Session Law Table
- **Administrative Code and Register**
- Administrative Code
- Indiana Register
- Administrative Rules Drafting Manual
- **Archives**
- Interim
- Session

The Indiana General Assembly

Welcome

Welcome to the Indiana General Assembly website. As one of three co-equal branches of state government, the General Assembly is responsible for enacting the laws by which the State of Indiana is governed. The intent behind this website is to afford you the opportunity to better understand the operation of the General Assembly and its impact on your life and well being.

The two houses of the General Assembly (House and Senate) were created at the time Indiana became a state in 1816. The current makeup of the General Assembly, consisting of 100 Representatives serving 2-year terms and 50 senators serving 4-year terms, was established in the Constitution of 1851. The General Assembly met every other year until 1972, when it began meeting annually.

What's New

- 2010 INTERIM STUDY COMMITTEE INFORMATION (VIEW)
- 2010 Session Digest of Enactments (view)
- 2010 Enrolled Act Summary (view)
- Legislative Council Resolution 10-01 New Interim Study Committees (view)
- Legislative Council Resolution 10-02 Rules Governing Study Committee (view)
- Legislative Council Resolution 10-03 Legislative Council Evaluation and Oversight Policy Subcommittee Topics (view)
- 2010 County Property Tax Report (view)

Watch Indiana General Assembly LIVE

The Indiana General Assembly has adjourned Sine Die.

THE DAILY SCHEDULE

Interim Schedule

Wed, Aug 18, 2010

View Indiana Code

The Indiana Code is organized by Title, Article, Chapter, and Section. Enter the numbers of the code cite you would like to view in the corresponding boxes. (Only the Title Box must be filled).

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Keyword Search

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Family & Social Services Administration

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- For Providere
- Contact Us
- SPF SIG
- Resources
- Services Providers Map
- Consumer Issues
- Additional Resources

Online Services
FIRST IN LINE EVERY TIME

- Child Carefinder
- Apply for Services
- Hoosier Healthwise Enrollment Centers
- Forms.N.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. Who is eligible for The Healthy Indiana Plan?
2. If you do not qualify for the Healthy Indiana Plan, but are still uninsured. Are ...
3. Where do I apply for Healthy Indiana Plan?
4. Are vision and/or dental covered by Healthy Indiana Plan?
5. What services are covered by the Healthy Indiana Plan?

More FAQs »

Welcome

Welcome to our website!

Please browse through our site, and if you have any questions feel free to contact us. Richmond State Hospital is really about the people we serve. Privacy and confidentiality concerns preclude showing photos of our patients. Richmond State Hospital is a public behavioral health facility operated by the State of Indiana. Nestled in Northwestern Richmond, our beautiful campus provides a quiet and peaceful enviornment. We provide psychiatric and chemical dependency treatment to citizens on a state wide basis. We serve adolescent, adult, and geriatric populations. Richmond State Hospital was founded in 1890. It is accredited by the Joint Commission on Accreditation of Healthcare Organizations and approved by both Medicaid and Medicare. We are proud of our heritage and commited to continuing our tradition of service.

Richmond State Hospital

- History
- Services
- Mission/Vision
- Superintendent
- Volunteer
- Community Ties
- Visiting
- Links
- Contact Us

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- Consumers
- Producers/Agents
- Companies & Entities
- Bail Bond Division
- Title Division
- Medical Malpractice
- Mine Subsidence
- Political Subdivision
- Insurance Laws & Bulletins

Divisions

- Consumer Services
- Producer and Agency Licensing
- Financial Services
- Company Compliance
- Medicare and SHIP
- Long Term Care
- Contact Us

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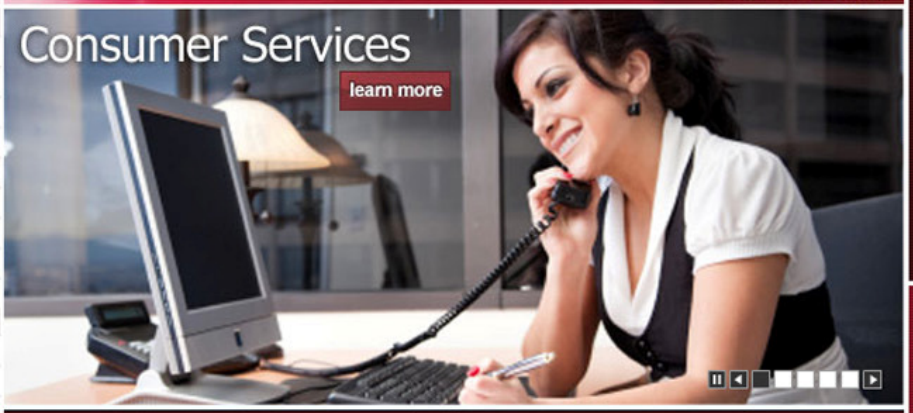
Reasons to base your Operations in Indiana



Information for You from the Commissioner

Consumers Warned to Check Payoff After Refinancing
2009 Year End Press Release
Universal Casualty Company Press Release | Final Order
Standard Life Press Release | FAQ's | Rehabilitation Order | Consent Order | Verified Petition | Extended Moratorium

"The purpose of the Indiana Department of Insurance is to protect Hoosiers as they purchase and use insurance products to keep their assets and their families from loss or harm. Consumers may need assistance with certain claim situations or just help in understanding how their policies work. Our other primary obligation is to monitor the financial solvency of the insurance companies domiciled in Indiana so that the legal promises made in insurance policies are honored. To these ends, our Department staff is committed to providing exceptional customer service for both our consumers and our companies, and to maintain a fair and objective viewpoint as we examine each issue and circumstance within our jurisdiction."

Carol Cutter
Commissioner, Indiana Department of Insurance

Public Servants Working for You

The Indiana Department of Insurance (IDOI) protects Indiana's insurance consumers by monitoring and regulating the financial strengths and market conduct activities of insurance companies and agents. The IDOI also oversees the administration of several dedicated funds entrusted to the Department by the Indiana General Assembly.

Our agency issues reports and consumer alerts so that Indiana consumers are well informed of the

Online Services
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- File a consumer complaint
- File a provider complaint
- Compare Medigap insurance policies
- Apply to be a bail agent
- Residential Real Estate Acquisition of Licensee Information and Numbers "RREAL IN" Database
- Forms.IN.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. I have a complaint against my insurance company, who do I contact?
2. Where can I find out about insurance law in Indiana?
3. How do I file a complaint against an insurance company?
4. What is the Indiana Long Term Care Insurance Program (also known as the "Partnership ...
5. What is asset protection?
6. Doesn't Medicare pay for long term care services?
7. How do I find out more about COBRA coverage?
8. Why would I want to purchase a long term care policy?
9. How do I file a complaint against a qualified health care provider?
10. Am I eligible for Medicare?

ship NATIONAL NETWORK state health insurance assistance programs

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- IIFC Calendar of Events
- Contact Us
- Mission & Vision
- Privacy Policy
- Statute & Executive Order
- Executive Committee

Resources

- 8 Signs of Terrorism
- 28 CFR Training
- INGangNetwork
- Liaison Outreach Program
- Project LENS

"IF YOU SEE SOMETHING, SAY SOMETHING!"

Indiana State Police Department

Project L.E.N.S.

Welcome

The mission of the Indiana Intelligence Fusion Center is to collect, evaluate, analyze, and disseminate information and intelligence data regarding criminal and terrorist activity in the State of Indiana while following Fair Information Practices to ensure the rights and privacy of citizens.

Following the events of September 11, 2001, many local, state, and federal agencies initiated efforts to improve information sharing and intelligence gathering. Throughout the nation, numerous states developed new workgroups to develop these efforts. Indiana was among these states and in 2006 created the Indiana Intelligence Fusion Center (IIFC).

The purpose of IIFC is to collect, integrate, evaluate, analyze and disseminate information and intelligence to support local, state and federal agencies in detecting, preventing, and responding to criminal and terrorist activity. The IIFC co-locates representatives of these agencies to share information and to facilitate joint efforts to prevent and solve crimes to protect the public.

The IIFC, operated by the Indiana State Police, receives policy development, administrative guidance, and oversight from an Executive Committee. Committee membership includes representative of local, state, and federal government.

Online Services
FIRST IN LINE EVERY TIME

- Project LENS
- INGangNetwork

More Online Services »
Account Center »

Top FAQs | I Want To...

1. How do I contact the Indiana Intelligence Fusion Center?
2. What are the services provided by the Indiana Intelligence Fusion Center?
3. What is the Indiana Intelligence Fusion Center?
4. What is suspicious activity relating to terrorism?
5. Can I report tip information on a suspected terrorist or criminal to the Indiana ...
6. Where is the Indiana Intelligence Fusion Center?
7. Can the Indiana Intelligence Fusion Center work directly with my organizaton ...

INGang Network
INDIANA INTELLIGENCE FUSION CENTER

IN.gov

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About Indiana | Agriculture & Environment | Business & Employment | Education & Training | Family & Health | Law & Justice | Public Safety | Taxes & Finance | Tourism & Transportation

GOVERNOR MITCH DANIELS visit his home page >>

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Indiana Department of Revenue

DOR Home
Services.IN.gov
I-File - Individual Tax Filing
ePay - Tax & Bill Payment
Check Your Payment Status
Check the Status of Your Refund
Order Tax Forms
BT 1 - Business Tax Application
INtax - Business Tax Center
Tax-Delinquent Businesses Look-Up
IRP Registration
Oversize/Overweight Permitting
Sign up to receive e-mail and wireless

INDIANA DEPARTMENT OF REVENUE

The Old Way

A Better Way

I-File
FAST • FRIENDLY • FREE
learn more www.ifile.in.gov

Online Services
FIRST IN LINE EVERY TIME

- I-File (Individual Income Tax)
- Check Your Refund
- Pay Electronically
- Check Your Payment Status
- Make a Payment Plan
- INtax (Business Taxes)
- BT-1 Business Tax Application
- IRP Processing
- OSW Permitting
- Forms.IN.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. Find Indiana tax forms.
2. Know when I will receive my tax refund.
3. Pay my tax bill.
4. Register a new business.
5. Submit my business's taxes online.
6. Set up a new account to receive an OS/OW permit.
7. Apply for an interstate and/or intrastate USDOT number.
8. Receive an IRP plate.

Services.IN.gov

TAX TALK

The Department of Revenue administers tax laws in a fair, consistent and efficient manner that supports the state and local budgets, which allow Indiana to be a highly desirable place to live, work and do business. In accomplishing that mission, the Department provides tax services to assist Hoosier taxpayers in resolving their tax issues and concerns and develops tax regulations and directives based on Indiana tax laws.

Network/System Status

DOR Online Services is currently not aware of any issues. For **computer systems problems only**, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095.

IN.gov

SEARCH

IN.gov DNR advanced search

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Indiana Department of Natural Resources DNR

- DNR Home
- Services.IN.gov
- Reservations
- Hunting
- Fishing
- Merchandise & Donations
- Permits
- Databases

Online Services
FIRST IN LINE EVERY TIME

- Purchase a Fishing License
- Reserve a Campsite
- State Park Permits
- Snowmobile/ATV Registration
- Purchase a Hunting License
- Purchase a Trapping License
- Hunt and Fish License Reprint
- Water Permits
- Reserved Hunt Registration
- Forms.IN.gov

More Online Services »
Account Center »

INDIANA STATE PARK INNS
Plan your stay!

Indiana Outdoor
Buy hunting and fishing licenses

RESERVE YOUR CAMPSITE TODAY

Network / System Status

Online

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Services.IN.gov

Reservations
Camping, shelters, and state park inns. Get Started >>

Hunting
Licenses, registrations, reprints, and replacements. Get Started >>

Fishing
Purchase a license and view reports. Get Started >>

Merchandise Donations
Purchase state park passes, subscribe to Outdoor Indiana magazine, and donate to Natural Resources Foundation. Get Started >>

Permits
Water permits and snowmobile and ATV registrations. Get Started >>

Databases
Water records, oil well records, and a beekeepers directory. Get Started >>

Top FAQs | I Want To...

1. How can I find out if my [illegible] open sites, or reserve a campsite, ...
2. How much does it cost to visit an Indiana state park or reservoir?
3. What kind of permit do I need to launch my boat at a state park, state reservoir or ...
4. I want to fish and hunt; look for mushrooms; camp; hike on a coal mine. Who do I need ...
5. Where can I buy an annual pass to state parks and reservoirs?

More FAQs »

search our permit application database >>>

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-317-232-4200

IN.gov

SEARCH | IN.gov | ISP | advanced search

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Find an Agency | Find a Person | HELP

Indiana State Police

- ISP Home
- Services.IN.gov
- Information for Job Seekers
- Capitol Police Section Officer Application
- Information for Residents
- Criminal History Search
- INkless
- Application for Handgun License
- Report an Internet Crime
- Information for ISP Employees
- HR Calculators

LIMITED CRIMINAL HISTORY

learn more

Online Services
FIRST IN LINE EVERY TIME

- Limited Criminal History Search
- Sex & Violent Offender Directory
- Capitol Police Section Officer Application
- Wireless AMBER Alerts
- Forms.IN.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. How do I obtain a gun permit?
2. How do I obtain an Indiana Juvenile or Adult Criminal History Record?
3. How long is a criminal history record kept in the Indiana State Police database? ...
4. What are the requirements for becoming a Trooper?
5. How long does a new resident to Indiana have before required to purchase Indiana ...
6. What is the legal age for operating a moped?

INkless
Indiana's Electronic Fingerprinting Network

To report an Internet Crime Click Here >>

Network / System Status

Online

ISP Online Services is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095. Last updated at 12:06:45 PM on April 13th 2010.

Services.IN.gov

The Indiana State Police welcomes you to our online services page. The services listed below provide information for Indiana residents, job seekers, and ISP employees.

Limited Criminal History Search
The ISP Limited Criminal History Search will return findings where the accused is charged with any Misdemeanor & Felony arrests that are less than one year old, and any Misdemeanor & Felony arrests over one year old that have rendered a disposition from the courts

Cost per search:
Subscribers to accessIndiana $15
Non-subscribers $16.32
Government Agencies $7.00 per search

With an ISP Waiver from Fee Exemption, Schools and other qualifying Not-for-Profit entities are exempt from fees when they use their ISP#.

Get Started >>

Service Purchase Estimator
Estimate your Years of Services benefit pursuant to the Pension Trust Agreement.

IN.gov

SEARCH | IN.gov | FSSA | advanced search

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Find an Agency | Find a Person | HELP

- FSSA Home
- Services.IN.gov
- Apply for Benefits
- Benefits Screening Tool
- Locate Child Care
- Hoosier Healthwise Enrollment Centers
- Aging Services
- DDRS BQIS & Aging Incident Reporting
- DDRS/DMHA Event Scheduler
- HIP Contribution Calculator

Sign up to receive e-mail and wireless updates from FSSA

APPLY FOR BENEFITS

MANAGE YOUR BENEFITS

CareFinder childcarefinder.IN.gov INDIANA

HIP
HEALTHY INDIANA PLAN
Health Coverage = Peace of Mind

Family & Social Services Administration

Division of Family Resources

Network / System Status

Online

FSSA Online Services is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095. *Last updated at 12:06:45 PM on April 13th, 2010.*

Services.IN.gov

Apply for Benefits: Applications for Food Stamps (SNAP), Health Coverage, and/or TANF (cash assistance) may be submitted online for residents of the following counties: Adams, Allen, Blackford, Carroll, Cass, Clark, Clay, Crawford, Daviess, Dearborn, DeKalb, Delaware, Dubois, Floyd, Fountain, Gibson, Grant, Greene, Harrison, Howard, Huntington, Jackson, Jay, Jefferson, Jennings, Knox, Kosciusko, Lawrence, Madison, Martin, Miami, Monroe, Noble, Ohio, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Randolph, Ripley, Scott, Spencer, Steuben, Sullivan, Switzerland, Tipton, Vanderburgh, Vermillion, Vigo, Wabash, Warren, Warrick, Washington, Wells, White, and Whitley. Changes to your case may also be reported online in these counties.
Get Started >>

Benefits Screening Tool: You can use QualCheck to see if you may qualify for financial and medical assistance in counties not listed above.
Get Started >>

DDRS/DMHA Event Scheduler: The Division of Disabilities and Rehabilitative Services and the Division of Mental Health and Addiction will list events here. You can register to attend an event using this web service.
Get Started >>

HIP Contribution Calculator: The HIP contribution calculator is solely an estimation tool and any

Online Services
FIRST IN LINE EVERY TIME

- Child Carefinder
- Apply for Services
- Hoosier Healthwise Enrollment Centers
- Forms.IN.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. Who is eligible for The Healthy Indiana Plan?
2. If you do not qualify for the Healthy Indiana Plan, but are still uninsured. Are ...
3. Where do I apply for Healthy Indiana Plan?
4. Are vision and/or dental covered by Healthy Indiana Plan?
5. What services are covered by the Healthy Indiana Plan?
6. When can I apply for the Healthy Indiana Plan?

More FAQs »

Hoosier Healthwise

IN.gov

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IN.gov
PLA
advanced search

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Find an Agency Find a Person HELP

Indiana Professional Licensing Agency IPLA

- PLA Home
- Services.IN.gov/License Express
- Professions
- Inspect
- Resources

INSPECT
Indiana Scheduled Prescription Electronic Collection & Tracking

License Litigation:
Disciplinary Actions Involving PLA Licensed Professionals >>>

Renew your Professional License
learn more

Mission

To provide efficient and effective administrative support services to Indiana's professional licensing boards and commissions in order to facilitate the delivery of competent consumer services by regulated professionals to the citizens of Indiana.

To provide an expedient licensing process for regulated professionals by maintaining a climate that fosters the growth of commerce while ensuring the health, safety and welfare of the citizens of our great state.

Frances L. Kelly
Executive Director

Online Services
FIRST IN LINE EVERY TIME

- Renew Any License
- Search and Verify License
- Digital Certification of License
- Purchase License Card
- License Watch
- Download License Files
- License Litigation
- Forms.IN.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. How can I renew my Professional License (PLA) license online? Or verify a license ...
2. Which prescription drugs does INSPECT monitor?
3. Who do I call to ask questions and get information about regulation of cemeteries ...
4. Who is eligible to gain access to the information collected by INSPECT?
5. What sort of information is collected by INSPECT?

More FAQs »

Find Your Profession

State of Indiana

Click for information on new and replacement wall certificates

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-317-232-2980

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QUITLINE

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Find an Agency Find a Person HELP

Indiana Tobacco Quitline
1-800-QUIT-NOW

- Quitline Home
- Health Care Providers
  - Become a Preferred Provider
  - How to Refer to the Quitline
  - Order Materials
- Employers
  - Costs of Employee Tobacco Use
  - Cessation Benefits
  - Go Smoke Free
  - Become a Preferred Employer
- Tobacco Control Partners
  - Download Materials to Print
  - Cost of Tobacco for the State & Medicaid
- Tobacco User
  - Adults
  - Pregnant Women
  - Chew and Spit
  - Youth
  - Chronic Conditions
- Results
  - Effectiveness of Quitlines
  - Quit Rates
  - Testimonials

1-800-QUIT NOW
Indiana's Tobacco Quitline

It's free, it's confidential, it can save your life.

learn more

Welcome to Indiana Tobacco Quitline

The Indiana Tobacco Quitline is a free phone-based counseling service that helps Indiana smokers quit. Services include:

- One on one coaching for Tobacco Users who have decided to quit
- Resources for Healthcare Providers who want to improve patient outcomes
- Best Practices for Employers who want to implement smoke-free policies
- Support for Family and Friends who want to help loved ones stop smoking
- Tools for Tobacco Control partners to complement their current programs

Services are available to you 7 days-a-week in more than 170 languages.
A trained quit coach will work with you and provide solutions tailored to your needs.

For support information call us today at 1-800-QUIT-NOW (800-784-8669).

Online Services
FIRST IN LINE EVERY TIME

- Request Infomation - Providers
- Request Information - Employers
- Material Order Form
- Click to Call

More Online Services »
Account Center »

Top FAQs | I Want To...

1. How can I get help quitting smoking?
2. Who pays for the Quitline?
3. Does the Indiana Tobacco Quitline work?
4. Where can I find more information about the Indiana Tobacco Quitline?
5. What is the phone number I can call for help in quitting smoking?
6. What is ITPC?
7. How do I order materials to give to my patients?
8. How do I help my employees quit smoking?
9. Where can I find help in making my worksite smoke free?
10. How many people quit using the Indiana Tobacco Quitline?

IN.gov

SEARCH

IN.gov
BRC
advanced search

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Find an Agency | Find a Person | HELP

Blue River Commission

- Blue River Commission Home
- Members
- Permits & Jurisdiction
- Meetings

Welcome

Welcome to the official website for the Blue River Commission. The Blue River is part of the Indiana Natural, Scenic, and Recreational River System. The Commission is authorized under IC 14-29-7 and the River System is authorized under IC 14-29-6.

Online Services
FIRST IN LINE EVERY TIME

More Online Services »
Account Center »

Top FAQs | I Want To...

1. What is the Blue River Commission (BRC)?
2. Who are the members of the Blue River Commission (BRC)?
3. When does the Blue River Commission (BRC) hold their meetings?
4. Is there a permit required to perform work along the Blue River?

IN.gov

SEARCH

IN.gov WRHCC advanced search

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Find an Agency Find a Person HELP

Wabash River Heritage Corridor Commission

Online Services
FIRST IN LINE EVERY TIME

- WRHCC Home
- Mission & Goals
- Commission Members
- Map and Access Points
- WRHCF Projects
- Corridor Management Plan
- Resource Directory
- Newsletter
- Meeting Minutes
- Links
- Calendar
- IDNR

Top FAQs | I Want To...

1. What are the goals of the Wabash River Heritage Corridor Commission (WRHCC)? ...
2. What is the Wabash River Heritage Corridor Commission (WRHCC)?
3. Does the Wabash River Heritage Corridor Commission (WRHCC) post minutes of their ...
4. What types of projects have been funded by the state in the Wabash River Heritage ...
5. Who are the members of the Wabash River Heritage Corridor Commission (WRHCC)? ...

Welcome

History - The Wabash River Heritage Corridor Commission was authorized with the passage of House Enrolled Act 1382 by the 1991 Indiana General Assembly. The current applicable Indiana Code, IC 14-13-6, was amended by the 1997 and 2005 General Assemblies.

Vision - Our vision is to help local communities preserve, enhance, and interpret for educational and inspirational benefit the unique and significant natural, cultural, historical, and recreational resources of the Wabash River Heritage Corridor; promote public/private partnerships; create a corridor identity; expand a variety of opportunities and linkages; encourage a broad range of economic development improving the quality of life for present and future generations.

Meeting Minutes

What's New

- Riverfest
- Corridor Wide Projects

2010

THE GREAT INDIANA

STATE FAIR

AUGUST 6-22

WHAT'S NEW & FUN TO DO

2010 YEAR OF PIGS

PRESENTED BY INDIANA PORK FARMERS

A SUMMERTIME OF FUN!

GENERAL INFORMATION

DISCOUNT TICKETS & MIDWAY INFO

CONCERTS & ENTERTAINMENT

MAPS & PARKING

ANIMALS LIVESTOCK & ONLINE ENTRY

EXHIBITS

SIGHTS AND SOUNDS

The Indiana State Fair is in full swing, but you still have time to take in the sights, sounds and tastes of one of the country's largest fairs.

With more entertainment, exhibits and competitions than ever before we can guarantee to deliver the best time at the best value.

The Indiana State Fair - a time of fun, a time of laughter, a time of the thrilling midway...as always - it's gonna be A SUMMERTIME OF FUN!

Competitions/Contests

Education/Field Trips

Employment/Volunteers

Newsroom

Fiscal Year 2010

Mobile.IN.gov

- 77 Mobile Sites Deployed
- 1.7 Million Page Views in 11 months
- 550 Thousand Visitors
- Most visited mobile sites
  1. Dept of Workforce Development
  2. IN.gov Home Page
  3. Agency List
  4. BMV
  5. Department of Corrections

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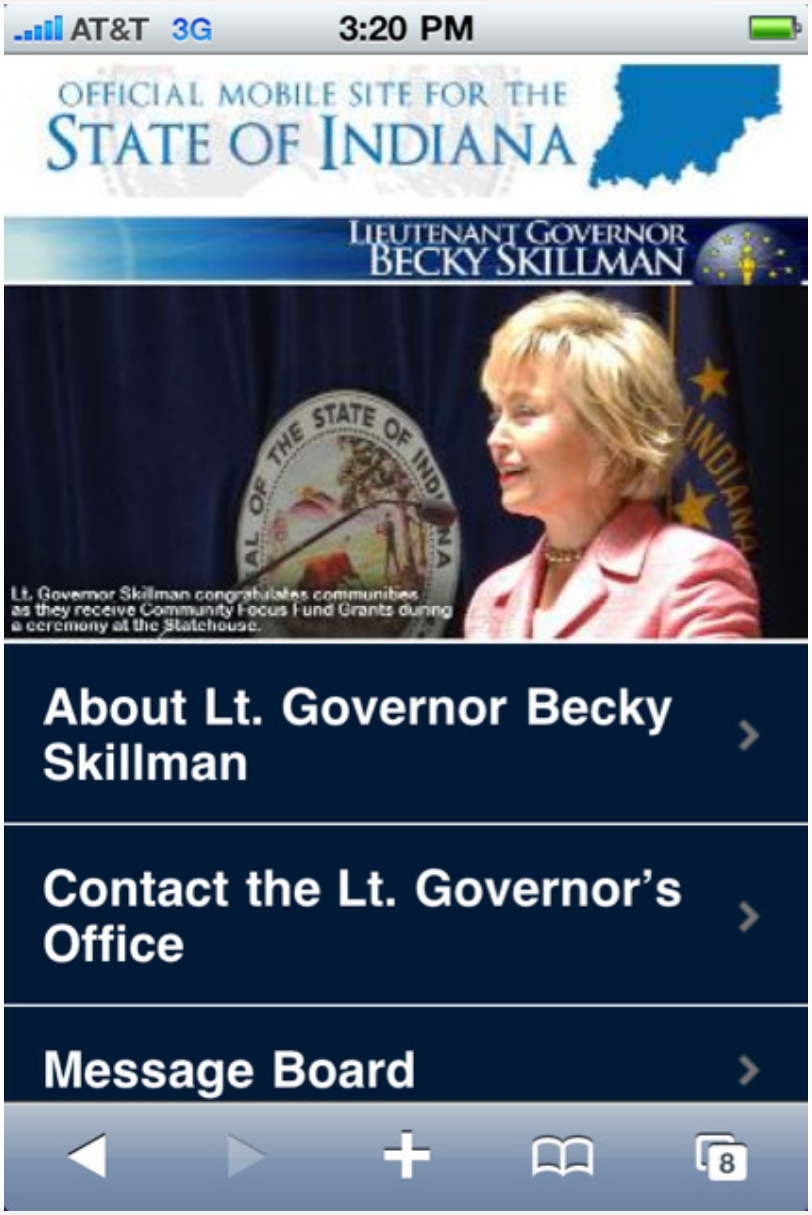
About the Governor
Contact the Governor's Office
Message Board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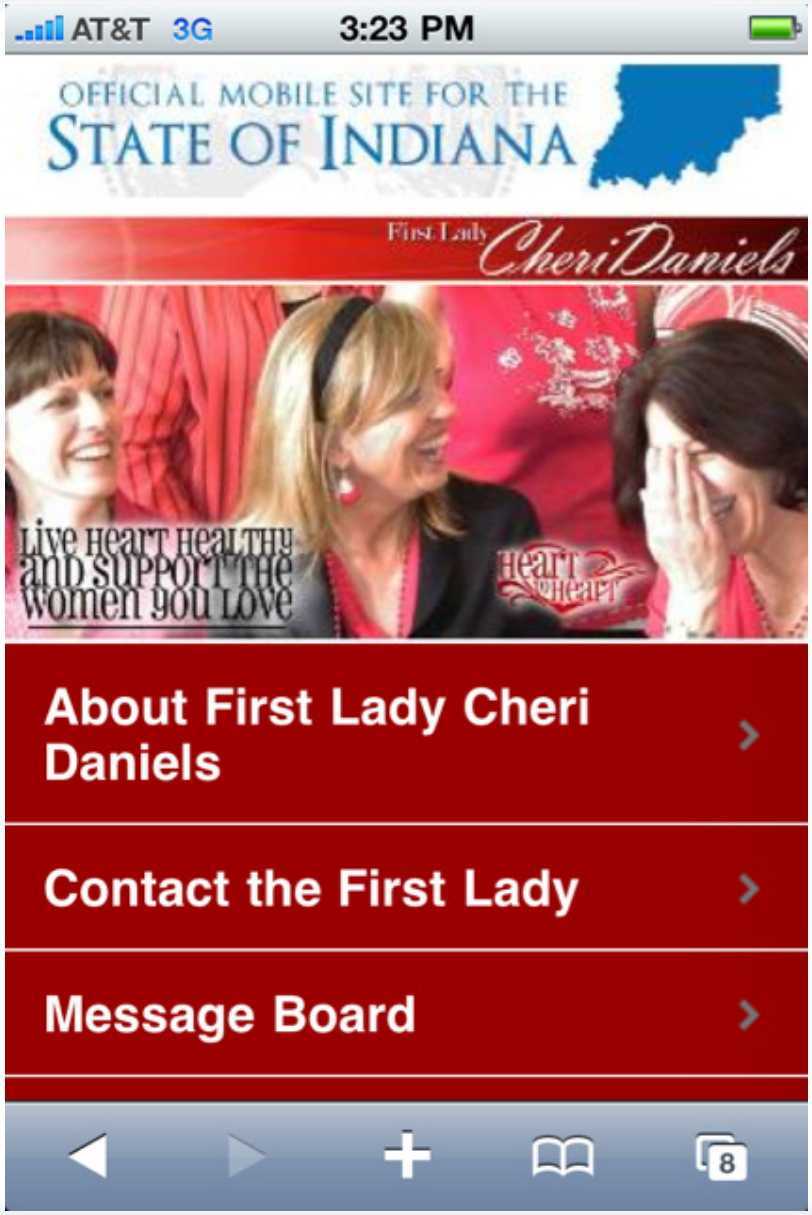
LIEUTENANT GOVERNOR
BECKY SKILLMAN
Lt. Governor Skillman congratulates communities as they receive Community Focus Fund Grants during a ceremony at the Statehouse.
About Lt. Governor Becky Skillman
Contact the Lt. Governor's Office
Message Board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First Lady Cheri Daniels
Live Heart Healthy and Support the Women You Love
Heart to Heart
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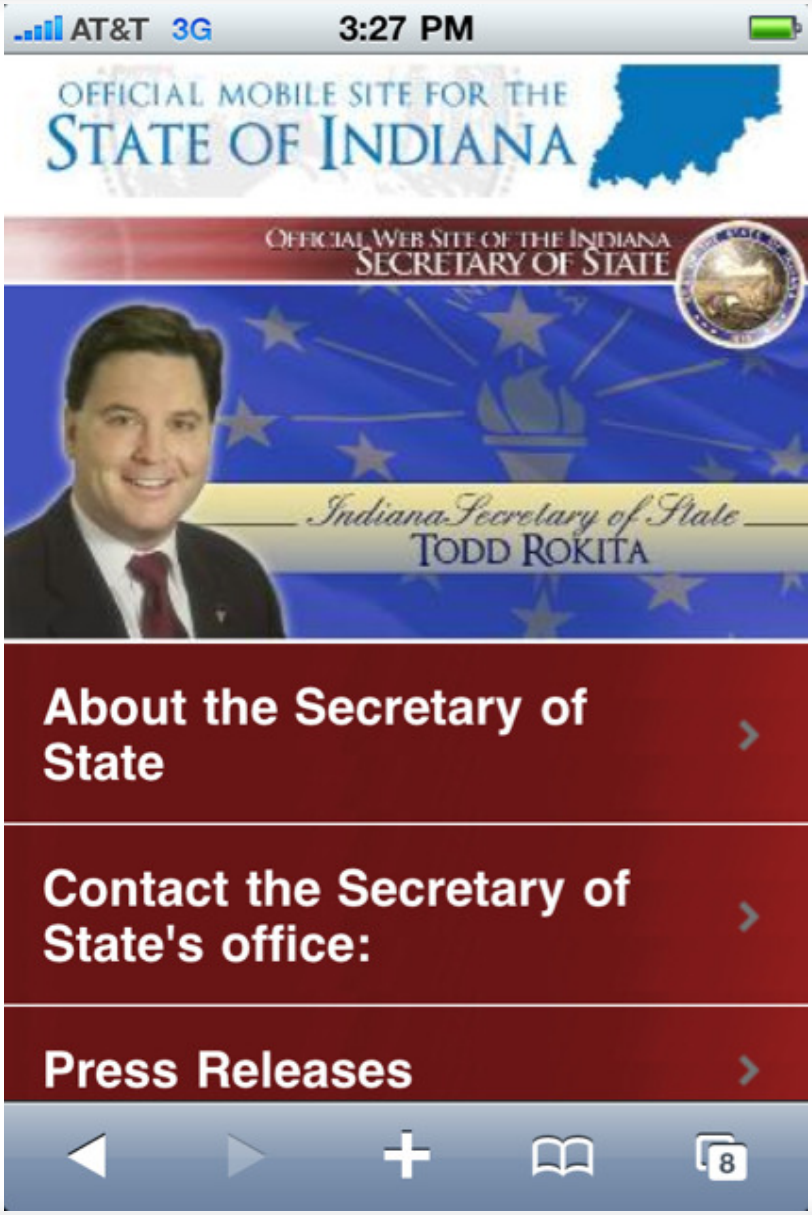
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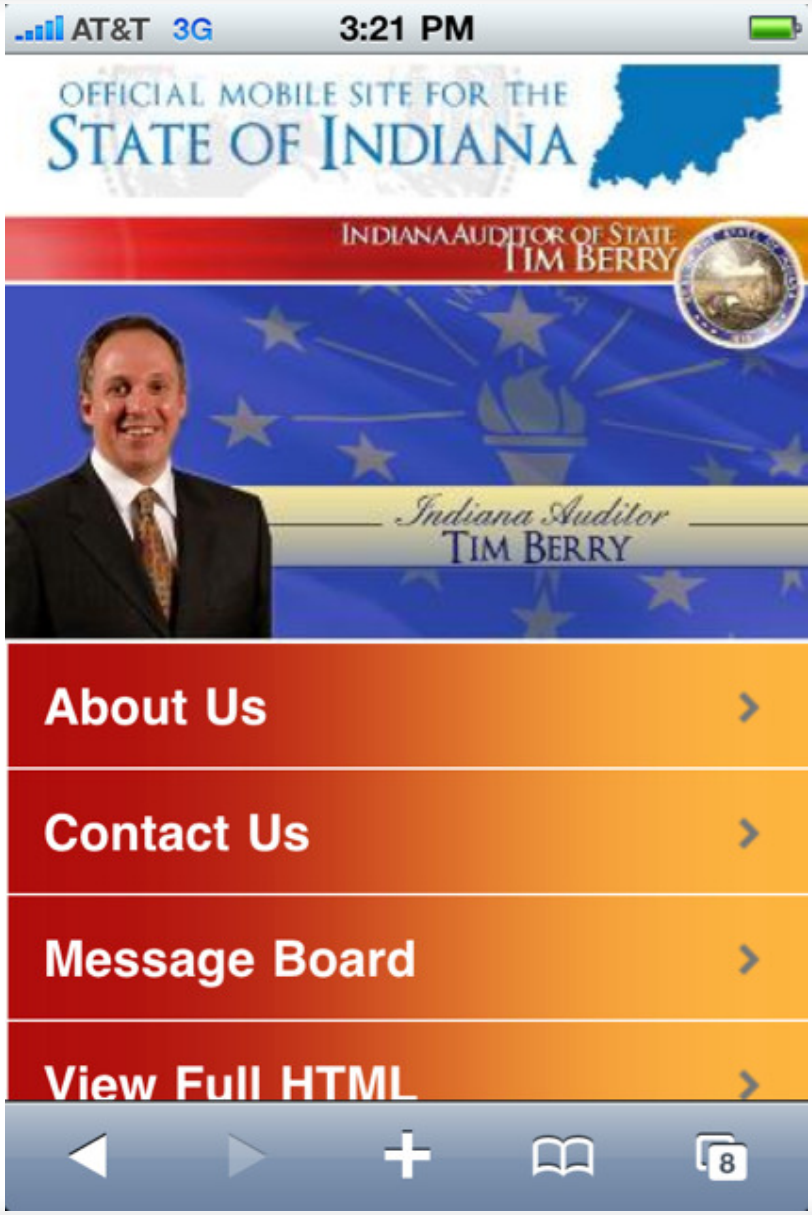
Press Releases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FOR ALL INDIANA
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AND ID CARDS
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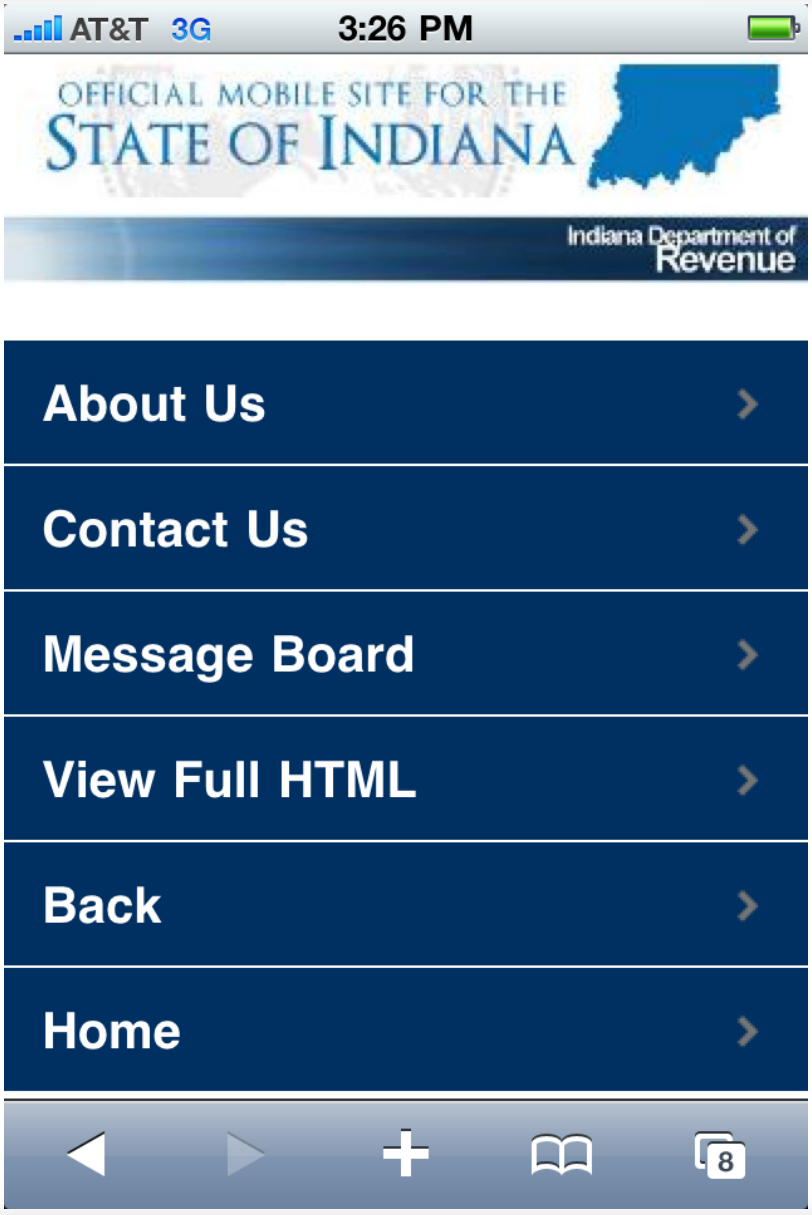
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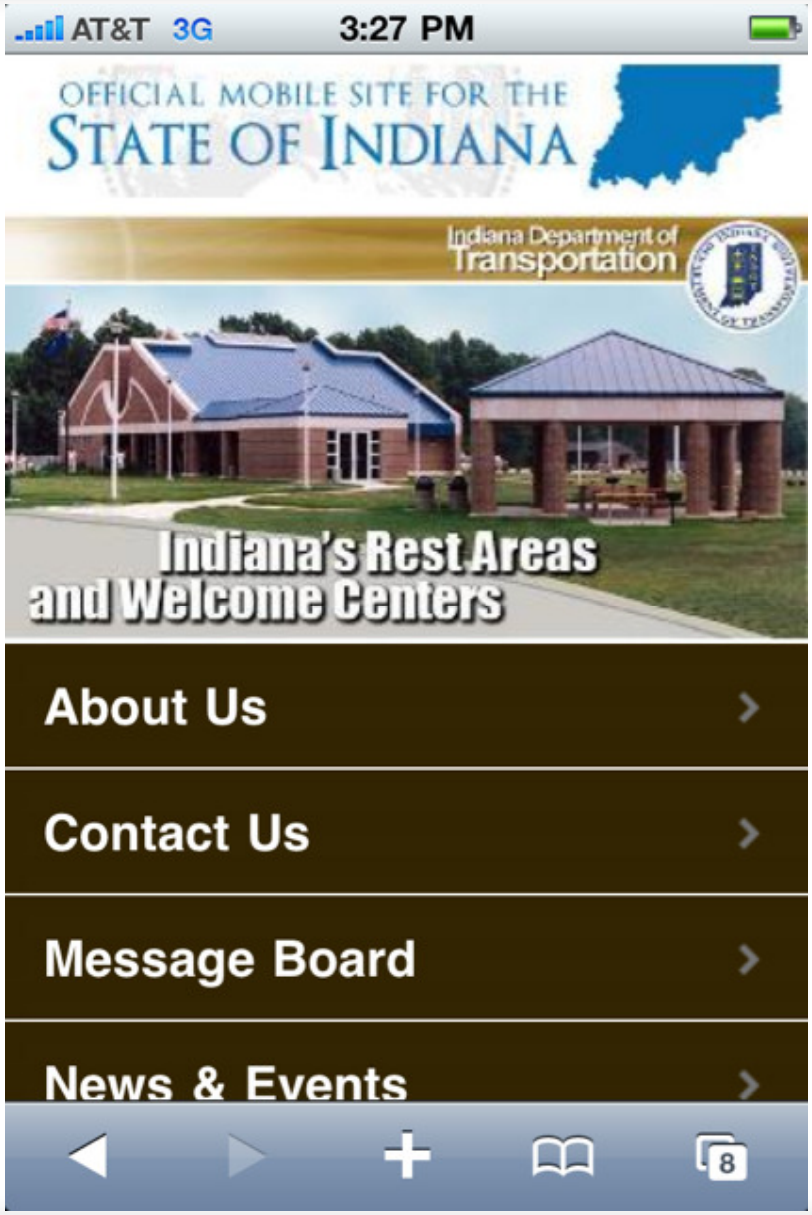
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Utility Regulatory Commission
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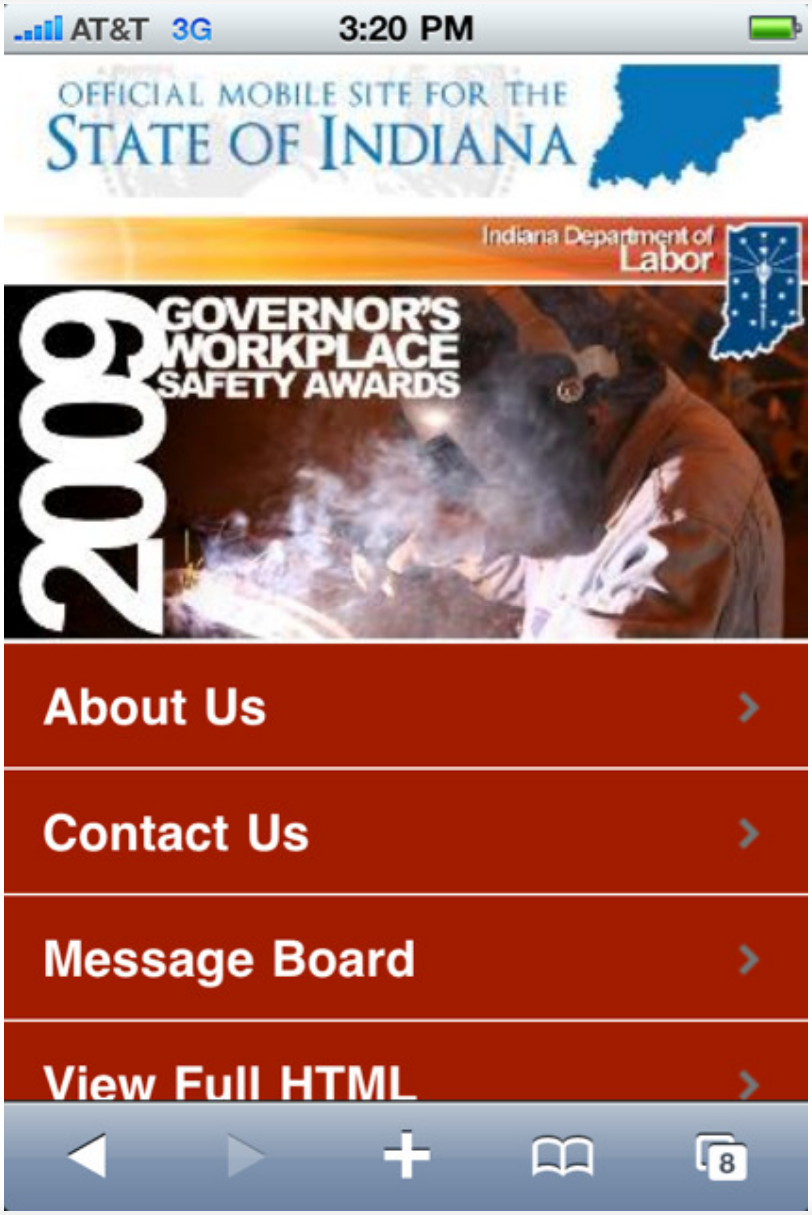
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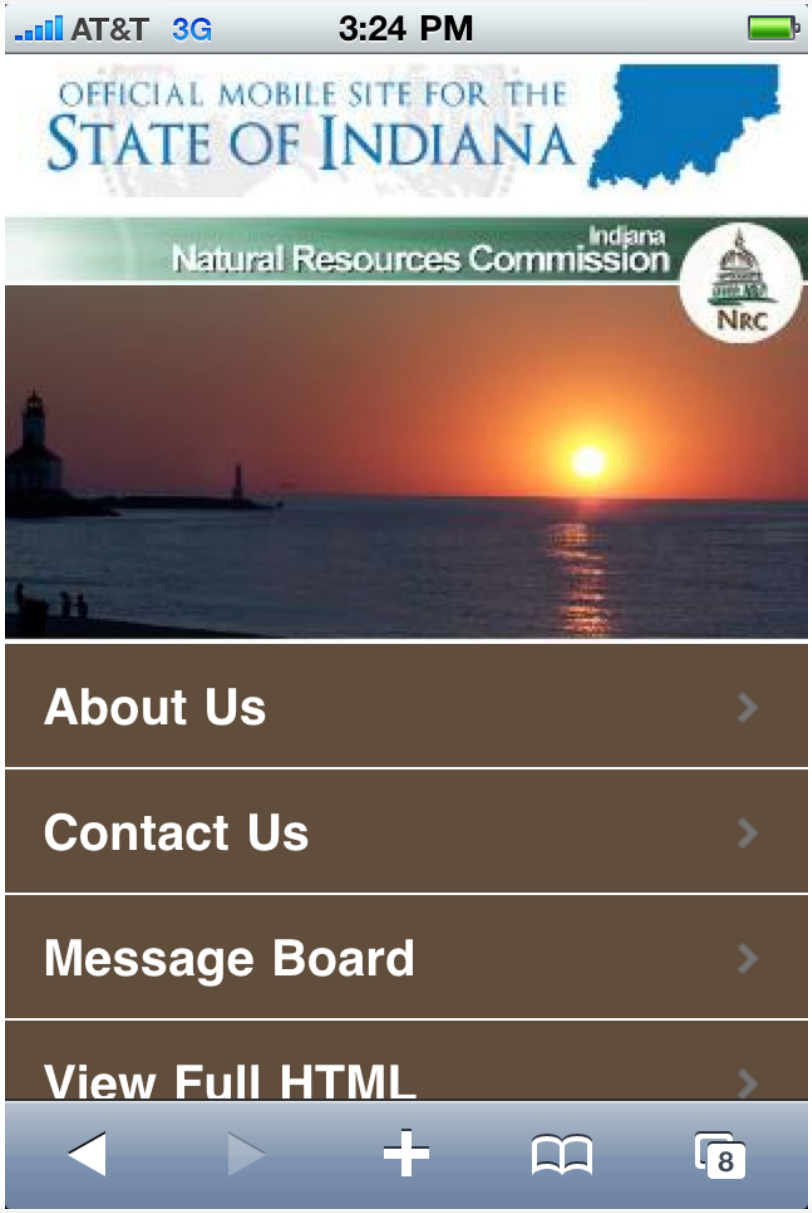
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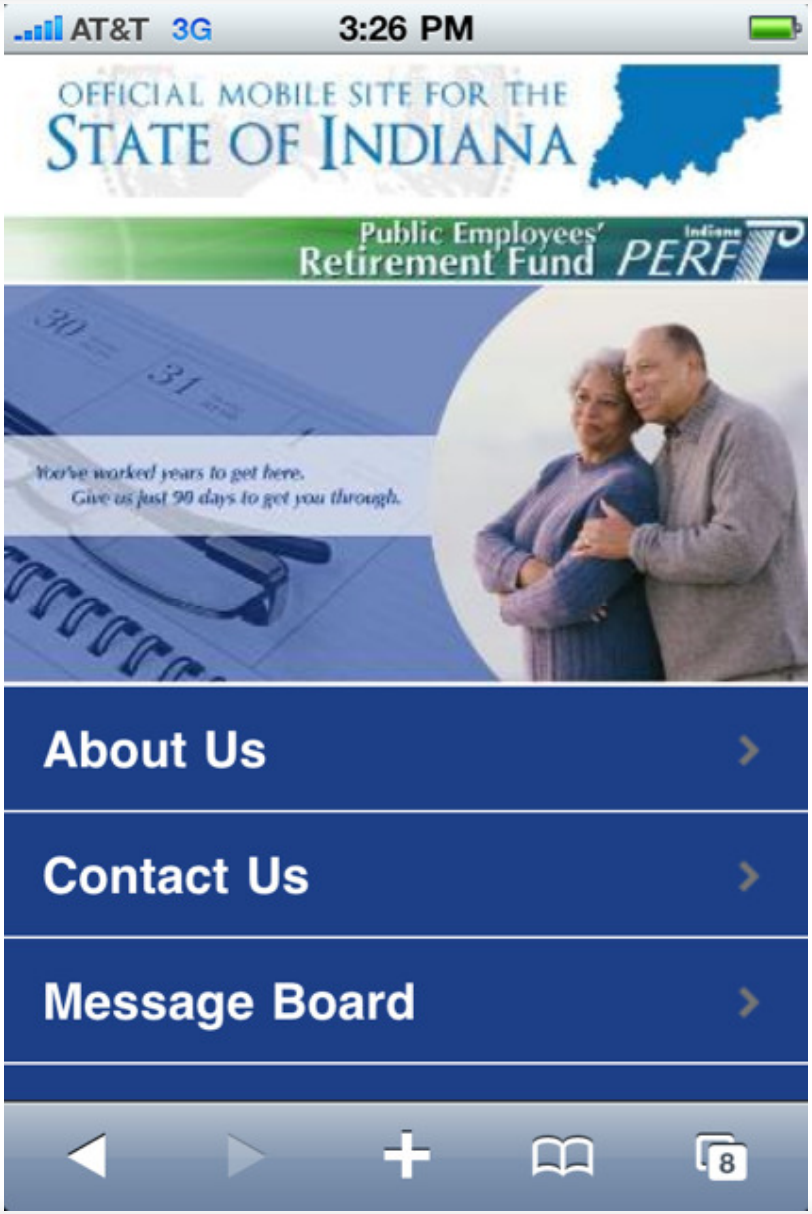
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Public Employees' Retirement Fund
PERF
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Fiscal Year 2010

Forms.IN.gov

- 11,184 Active forms
- Top Forms
- IT-40 Form, IT-40 Booklet (DOR)
- Application for Healthy Indiana Plan (FSSA)
- 2.7 Million forms downloaded since 12/2009
- Top Agencies
- Dept of Revenue – 1.8 million
- Bureau of Motor Vehicles – 284,473
- Family Social Services Administration – 150,905
- Dept of Local Government Finance – 134,889
- Secretary of State – 114,556

Fiscal Year 2010

Webmasters.IN.gov Upgrade

Implementation of .Net

- Better Validation of Input
- Error handling
- Provide the ability to include attachments

For IN.gov Services Only

- WebCMS – Content and Graphics
- Interactive Applications hosted by Indiana Interactive
- Domain Name & Redirect Requests
- Social Media Requests
- Billing/Payment Processing

IN.gov

SEARCH

IN.gov INWP advanced search

GOVERNOR MITCH DANIELS
visit his home page >>

About Indiana | Agriculture & Environment | Business & Employment | Education & Training | Family & Health | Law & Justice | Public Safety | Taxes & Finance | Tourism & Transportation

Find an Agency | Find a Person | HELP

IN.gov Web Portal, a division of
Indiana Office of Technology

Online Services
FIRST IN LINE EVERY TIME

- IN.gov Web Portal Home
- WebMasters.IN.gov
- Interactive Applications
- Web Content
- Web/E-mail Addresses
- Billing/Payment Processing
- Statewide Solutions
- General Inquiry

Top FAQs | I Want To...

1. How do I request an application change?
2. What can I do if I want to add social media to my site?
3. Where do I go to Request Graphics changes?
4. How do I change my Web Address?
5. How do I request a new project?
6. What do I do when I find a bug in an application?
7. Where do I go to request the removal of an application?

More FAQs »

IN.gov Status

IN.gov Customer Service is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095.
Last updated at 4:32:36 PM on October 1, 2009.

Subscribe for e-mail updates >

State Employees: If you have an IT issue that is *not* related to IN.gov (*e.g.*, PeopleSoft, passwords, hardware/software, e-mail, etc.), please submit your ticket to the IOT Customer Service Desk so that your request is promptly resolved.

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-800-382-1095

Fiscal Year 2010

Services.IN.gov

- Consolidated agency web portal all applications
- Network/System Status for all agency apps
- Network/System Status for each app
- Landing Page for each app or application landing page

IN.gov

SEARCH

IN.gov DNR advanced search

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Find an Agency | Find a Person | HELP

Indiana Department of Natural Resources DNR

- DNR Home
- Services.IN.gov
- Reservations
- Hunting
- Fishing
- Merchandise & Donations
- Permits
- Databases

Online Services
FIRST IN LINE EVERY TIME

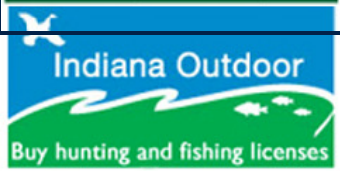
- Purchase a Fishing License
- Reserve a Campsite
- State Park Permits
- Snowmobile/ATV Registration
- Purchase a Hunting License
- Purchase a Trapping License
- Hunt and Fish License Reprint
- Water Permits
- Reserved Hunt Registration
- Forms.IN.gov

More Online Services »
Account Center »

Top FAQs | I Want To...

1. How can I find out if my favorite campground has open sites, or reserve a campsite, ...
2. How much does it cost to visit an Indiana state park or reservoir?
3. What kind of permit do I need to launch my boat at a state park, state reservoir or ...
4. I want to fish and hunt; look for mushrooms; camp; hike on a coal mine. Who do I need ...
5. Where can I buy an annual pass to state parks and reservoirs?

More FAQs »



RESERVE YOUR CAMPSITE TODAY

search our permit application database >>>

Network / System Status

Online

DNR Online Services is currently not aware of any issues. To report a problem, please contact IOT Customer Service at (317) 234-HELP (4357) or toll free at (800) 382-1095. Last updated at 12:06:45 PM on April 13th 2010.

Services.IN.gov

Reservations
Camping, shelters, and state park inns. Get Started >>

Hunting
Licenses, registrations, reprints, and replacements. Get Started >>

Fishing
Purchase a license and view reports. Get Started >>

Merchandise Donations
Purchase state park passes, subscribe to Outdoor Indiana magazine, and donate to Natural Resources Foundation. Get Started >>

Permits
Water permits and snowmobile and ATV registrations. Get Started >>

Databases
Water records, oil well records, and a beekeepers directory. Get Started >>

IN.gov

SEARCH

IN.gov DNR advanced search

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visit his home page >>

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Services.IN.gov

Camping and shelters
Campground, cabin, shelter and youth camp are reservations can be made here or by calling 1-866-6CAMP-IN. For rates and fees, visit http://www.in.gov/dnr/parklake/2391.htm.

State Park Inns
Reservation for the seven State Park Inns can be made online or by calling 1-877-LODGES1. Click on the individual inn to make a reservation.

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-317-232-4200

Fiscal Year 2010

Services.IN.gov (Cont'd)

Implemented the following agencies:

- Indiana State Police
- Department of Natural Resources
- Department of Revenue
- Family & Social Services Administration
- Professional License Agency

Coming Soon:

- Secretary of State
- Indiana Department of Environmental Management
- Indiana Department of Health

Fiscal Year 2010

WebTrends Application Integrations

Webtrends was implemented successfully in August of 2009. The IN.gov program is currently leveraging the following technology:

- File Download Tracking
- Online Application Tracking
- SSL Support

Fiscal Year 2010

WebTrends Application Integrations

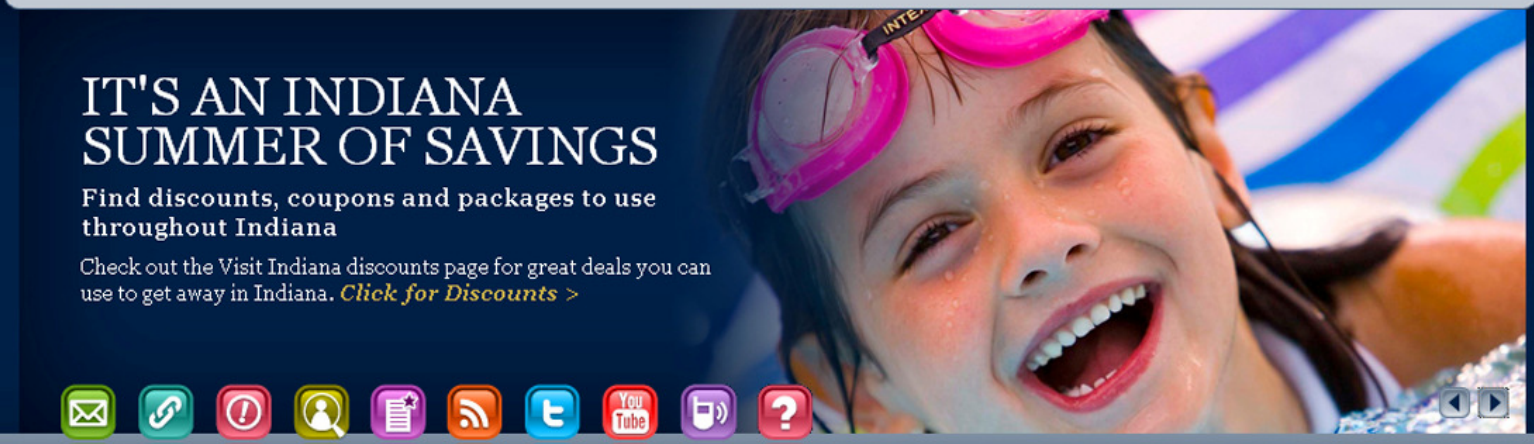
- ISP –Limited Criminal History Search
- DOR – Refund Status Application
- DNR – Harvest Information (HIP) Survey
- DNR – License Reprint Request
- DNR – Indiana Outdoor Online Licensing
- DNR – Reserved Hung Registration
- DNR – Fishing Report
- DOR – IFile 2009
- DOR – Epay
- DOR – Retail Merchant
- DHS – County Travel Status
- Forms.IN.gov
- DNR - INRF Donations (in progress)

Fiscal Year 2010

IN.gov Homepage

Benefits

- Quick access to online services.
- Get constituents to agency websites as quick as possible.
- Provide easy access to News and Event Information
- Provide access to enriched Web 2.0 Tools



Online Services

Be the first in line every time!

- Income Tax Filing
- Limited Criminal History
- Campground Reservation

More Services >
Account Center >

Frequently Asked Questions

- How do I file for unemployment?
- Who is eligible for The Healthy Indiana Plan?
- How old does a child have to be before he/she can stay ...

More Questions >

Events Calendar

August 18

Check out upcoming events!

- 08/19 **[WRSP]** Government Mule with specia...
- 08/20 **[DNR_Law_Enforcement_Division]** Hunter Ed Course - Elkhart ...
- 08/20 **[FSSA]** Indiana Medicaid DUR Board ...

More Events >

News | QuickLinks | I Want To...

Search:

Home > News

RSS

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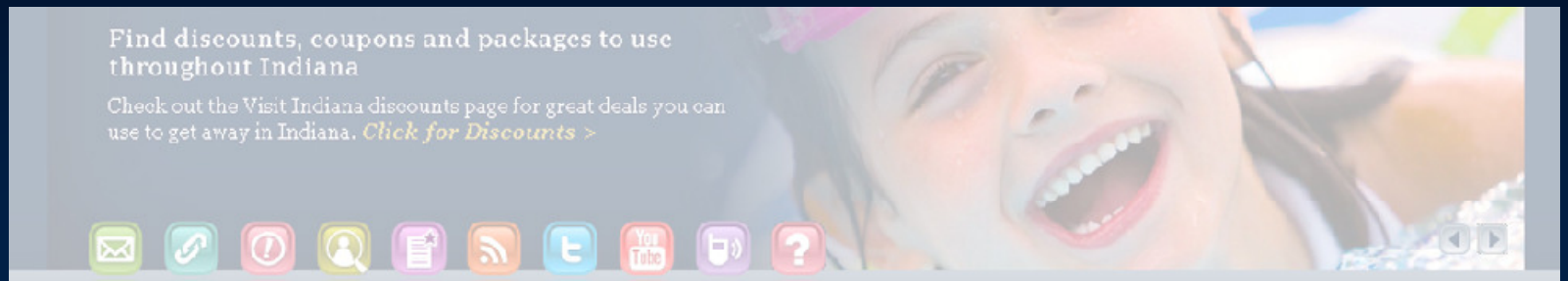

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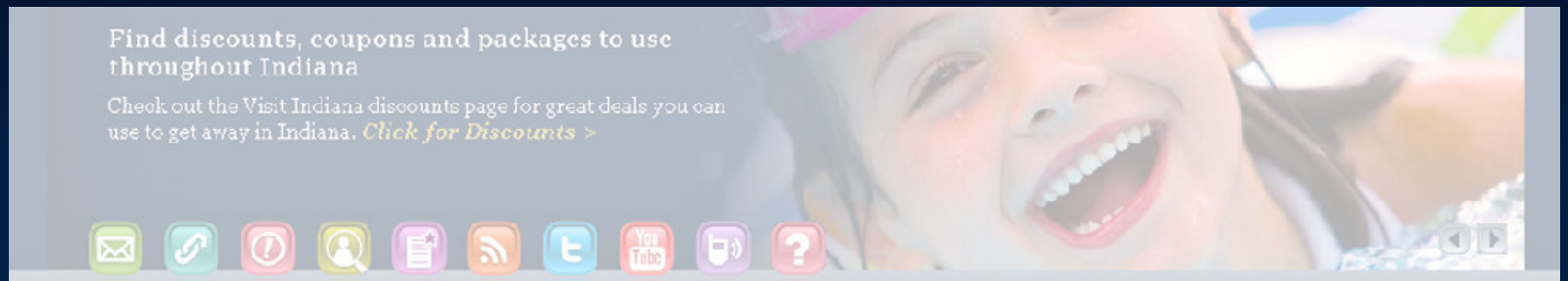

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Fiscal Year 2010

IOT/Indiana Interactive Contract

Summary of the key points of the renewal:

- Reduce expenses
- Move to Tier IV Data Center with hot site
- Customer focused Service Level Agreement
- Enhanced Marketing for all IN.gov online services
- Complete Technology Refresh for all critical systems

Fiscal Year 2010

IOT/Indiana Interactive Contract (Cont'd)

Estimated Cost Savings

- Reduce 4 year contract expenses by 20% (44 million to 35.2 million)
- Eliminate $185,000 dollars of credit card fees
- Eliminate augmented IOT resources $900,000 annually

Fiscal Year 2010

IOT/Indiana Interactive Contract (Cont'd)

SLA Improvements include:

- Increase uptime to 99.95%
- Scheduled Maintenance window adherence requirements (New)
- Application Uptime (New)
- Customer Support – Avg Time to Answer & Abandon Rate (New)
- Application Support Queue - Time to close requirements (New)

Fiscal Year 2010

IOT/Indiana Interactive Contract (Cont'd)

Contract Improvements include:

- Infrastructure Performance (New)
- Citizen Satisfaction reports on key services (New)
- Production response SLA's based on severity of issue
- Expansion of disaster recovery to include applications with metrics
- Development, testing, QA requirements
- 3rd party monitoring and scanning requirements

Fiscal Year 2010

Portal Statistics

Subscription.IN.gov

- Implemented 39 agencies FY 2010
- 78 total agencies using Subscription.IN.gov
- FY 2010 the state sent 9.1 million emails
- As of August 1, 2010
  - Number of Subscriptions: 1,396
  - Number of Subscribers: 700,724
  - Number of emails sent:12.3+ million
  - Number of administrators: 171

Fiscal Year 2010

Portal Statistics

GovDelivery - Professional Licensing Agency

- Ranks 11th for 2009's statistics for all GovDelivery clients – over 76,000 unique clickbacks.
- 2009: PLA delivered 273,951 notices and saved $109,000 in postage/printing
- 2010 to date: PLA delivered 223,812 notices and saved $90,000 in postage/printing

Fiscal Year 2010

Portal Statistics

ExactTarget – Email Sends (Calendar Years)

Account Name	2009 Emails Sent	2010 Emails Sent
IN.gov/Indiana National Guard- Family Programs	19,669	13,295
IN.gov/Teachers Retirement Fund	188,536	4,934
IN.gov / Indiana Bureau of Motor Vehicles	465,950	2,078,068
IN.gov/Indiana Secretary of State	752,938	187,658
IN.gov / Indiana Department of Education	303,321	897,288
IN.gov / Indiana Department of Workforce Development	92,045	4,441
IN.gov / Indiana Economic Development Corporation	733,224	400,617
IN.Gov / Indiana Office of Tourism Development	1,422,639	752,003
IN.gov / Indiana Public Employees Retirement Fund (PERF)	384,211	190,765
IN.gov / Indiana State Department of Health	58,530	26,144
IN.gov / Integrated Public Safety Commission	2	1,120
IN.gov / Learn More Resource Center	27,243	18,376
IN.gov/Indiana General Assembly	4,025,317	3,630,117
	8,473,625	8,204,826

Fiscal Year 2011 Goals

Fiscal Year 2010

Goals

- Content Management System
- Evaluate Personalization
- RSS Feeds – Web Slice
- Search Engine Optimization
- New IN.gov Calendar
- New and Enhanced applications
- Technology Refresh
- Mobile: iPhones and DROID applications
- Review IN.gov Partnerships
- IN.gov Header and Footer change

INDIANA OFFICE OF TECHNOLOGY

Fiscal Year 2011 Goals

Alvin Wilson, Project Manager

Fiscal Year 2011

Content Management System

WebCMS Upgrade

- Began November 2009
- Completed August 2010

Fiscal Year 2011

Content Management System

RedDot 9.0 Upgrade (.Net)

Benefits

- Resolves partial & blank publishing pages
- Eliminates server timeouts/Memory issues
- Improves publishing times
- Eliminates page not publishing
- Eliminates Published page locks up browser with garbled code

Fiscal Year 2011

Content Management System

WebCMS Infrastructure

- WebCMS Frontend severs are now virtualized.
- New SQL Server Cluster
  - 2 new clustered servers
  - SQL Server Standard 2008
- Rebuilt all servers
- Placed database and publishing servers on same network

Issues addressed

- Stalled DLLHost Process
- Stalled FTP Transfer issues
- Larger projects have more of the above problems

Fiscal Year 2011

Content Management System

WebCMS Upgrade Acknowledgements

- IN.gov User & Governance Council instrumental in testing
- IOT System Administration Team
- IOT Database Administration Team
- Indiana Interactive

Fiscal Year 2011

Content Management System

What's next?

- EnThink User Template upgrade
- Implementation of new HTML Editor

Fiscal Year 2011

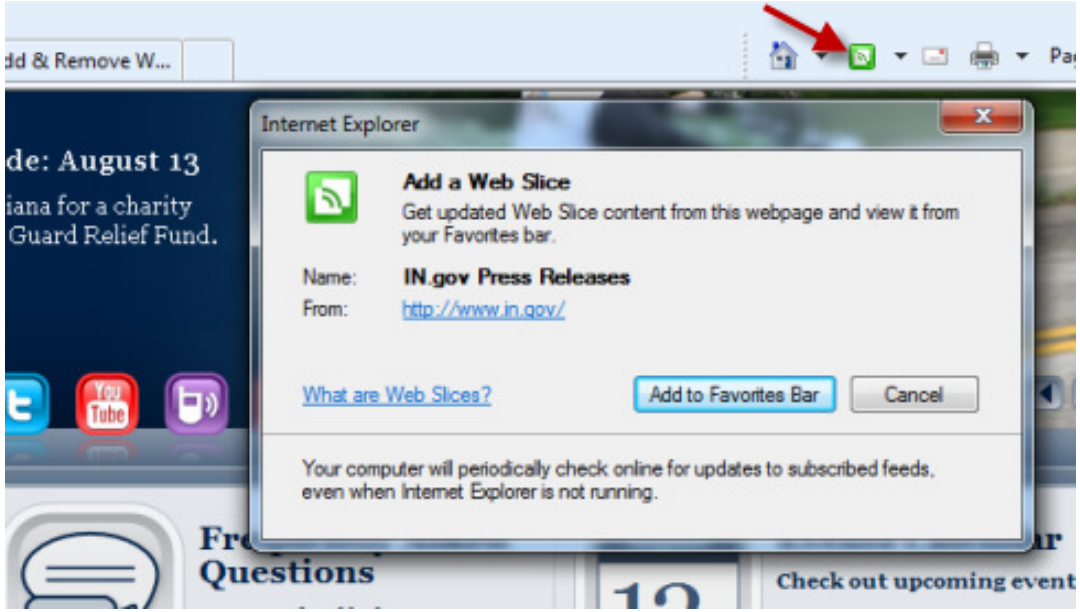
Evaluate Personalization

- Personalization is a process of gathering and storing information about site visitors, analyzing the information, and, based on the analysis, delivering the right information to each visitor at the right time
- RedDot has some personalization products. Goal is to evaluate what's being offered.

Fiscal Year 2011

IN.gov Web Slice

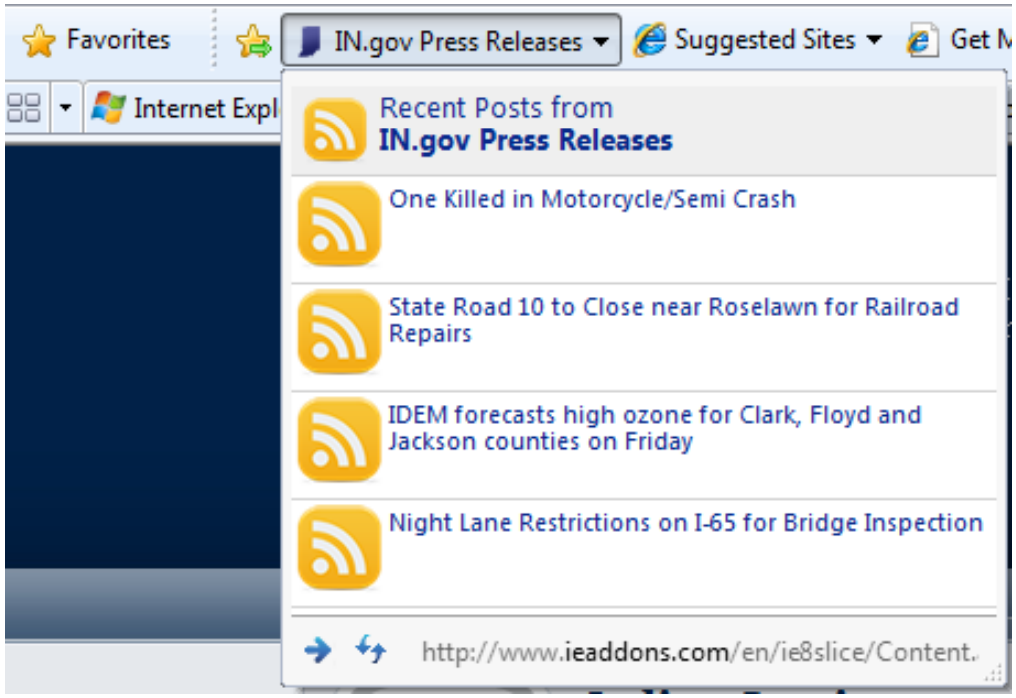
- Eliminates the need to make repeated visits to check for updates.
- Allow you to watch IN.gov Press Releases
- Green icon appears in IE you when on the IN.gov Home page



Fiscal Year 2011

IN.gov Web Slice

- When content is available, click on "IN.gov Press Releases"



Fiscal Year 2011

IN.gov Design Standards

- Rotating Widgets
- IN.gov Endorsement Banner
- Forms.IN.gov Policy and Integration
- Stay Connected Section
- Mobile.IN.gov Standards
- IN.gov Home Page Billboard standard
- New Agency Header and footer

Fiscal Year 2011

Website Quality Management

- Discovery of all broken links, spelling errors and accessibility issues.
- Website Inventory: documents, media files, meta tags
- Assign responsibility for different areas of your website to different persons
- Send automatic error reports to the responsible editors

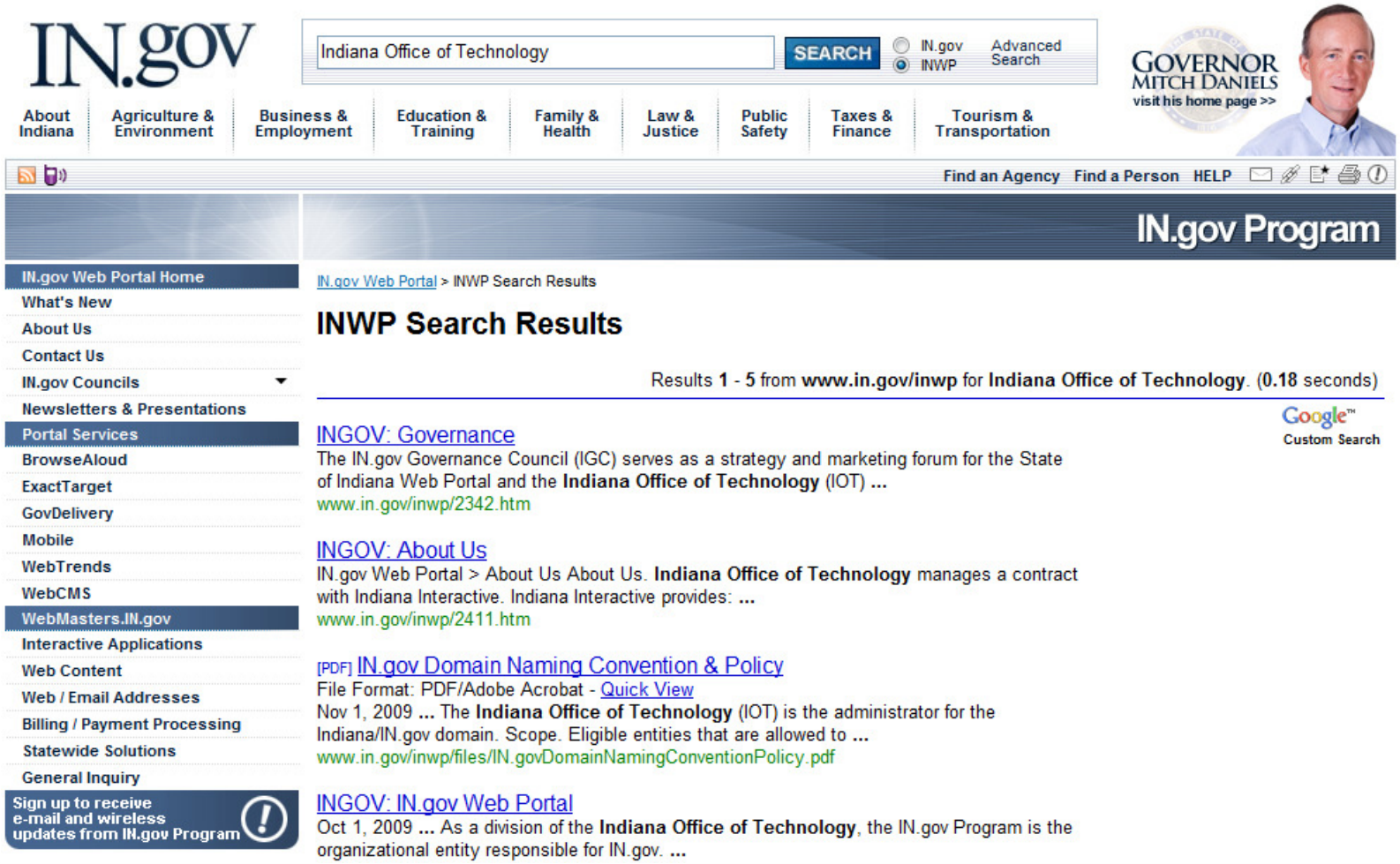
Fiscal Year 2011

Search Engine Optimization

- Moving to Google Cloud Technology
- Keyword matches at the agency level
- Promotional items
- More statistics upon request
- Integrate into Agency Look and Feel

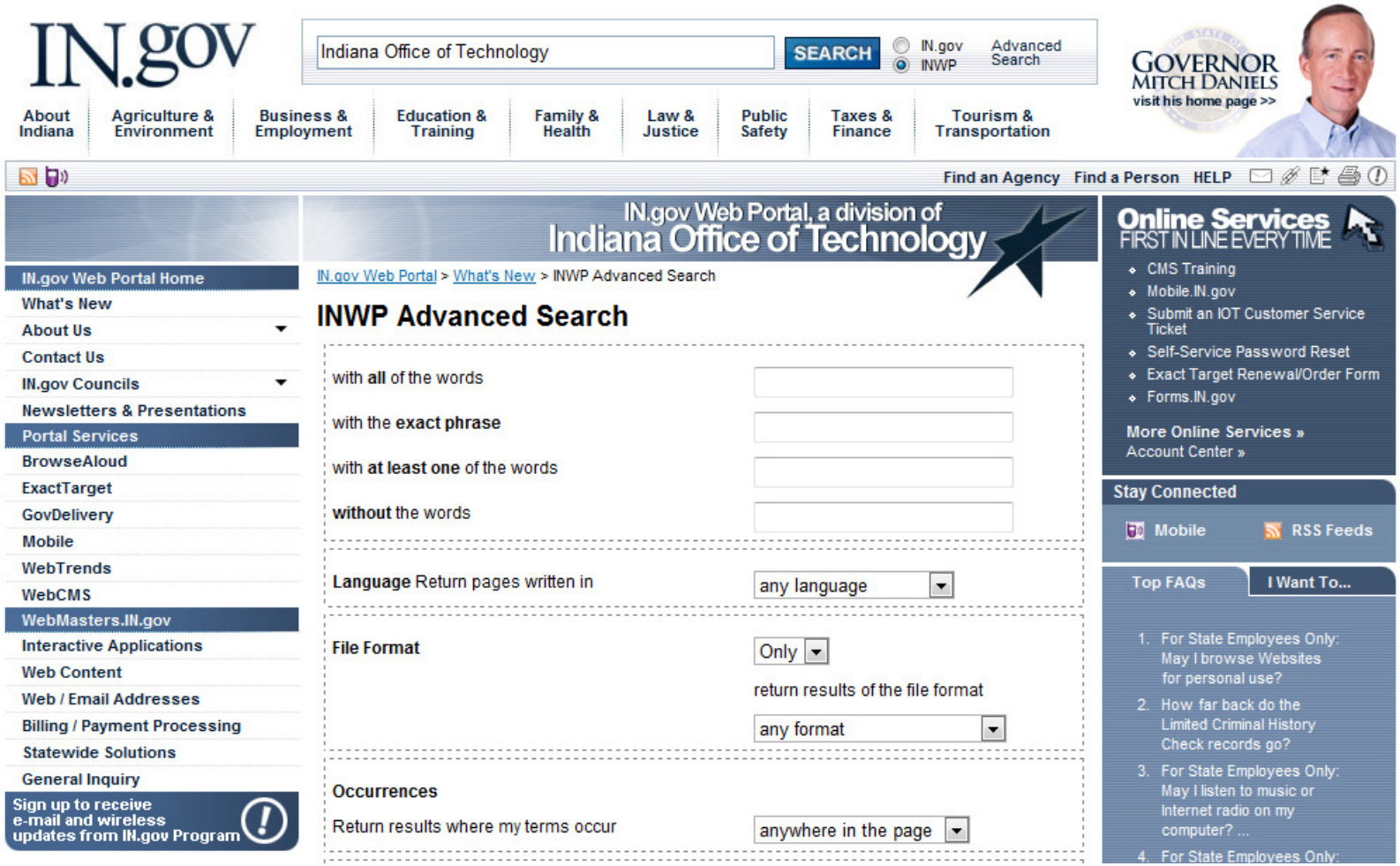
Fiscal Year 2011

Search Engine Optimization



Fiscal Year 2011

Search Engine Optimization



Fiscal Year 2011

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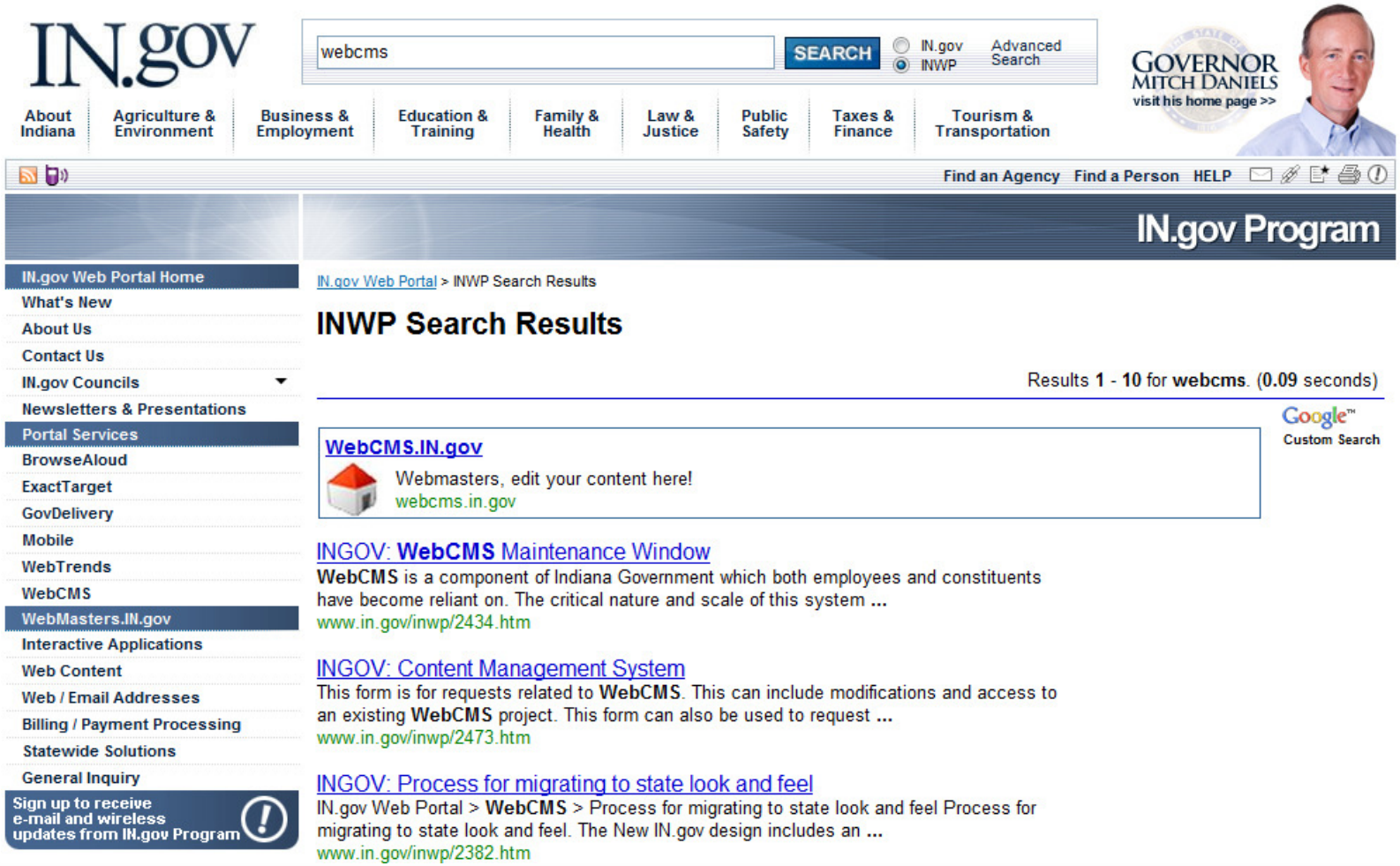


Fiscal Year 2011

IN.gov Calendar

- Awarded RFP by end of August 2010
- What's next?
  - Phase 1 Implementation (December 2010)
  - Phase 2 Implementation (TBD)

Fiscal Year 2011

IN.gov Calendar

Phase 1 Implementation

- Complete by the end of December 2010.
- Replace existing functionality of WebCMS Calendar
- Add some new features
  - Keyword Search
  - Email calendar entry to a friend
  - Subscribe to an event
  - Add to personal calendar
  - Select multiple views day, week, month, year, list
  - Print capabilities

Fiscal Year 2011

IN.gov Calendar

Phase 2: Complete Implementation

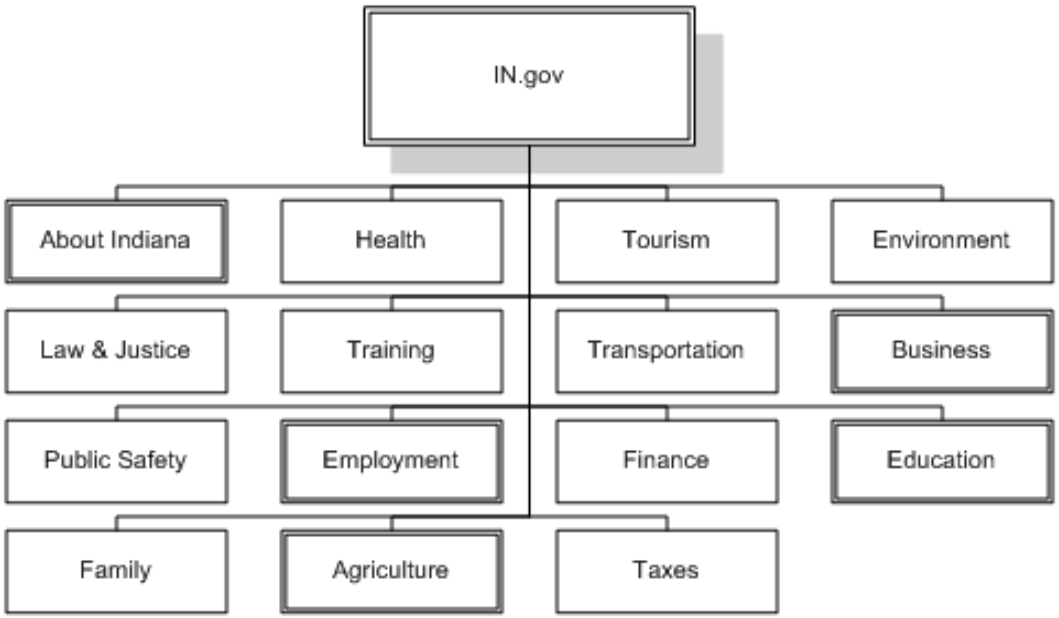
- Complete by the end of July 2011.
- Design Calendar Hierarchy
- Incorporate Advanced Features

Fiscal Year 2011

IN.gov Calendar

Phase 2: Calendar Design

- Top IN.gov Calendar and IN.gov Categories

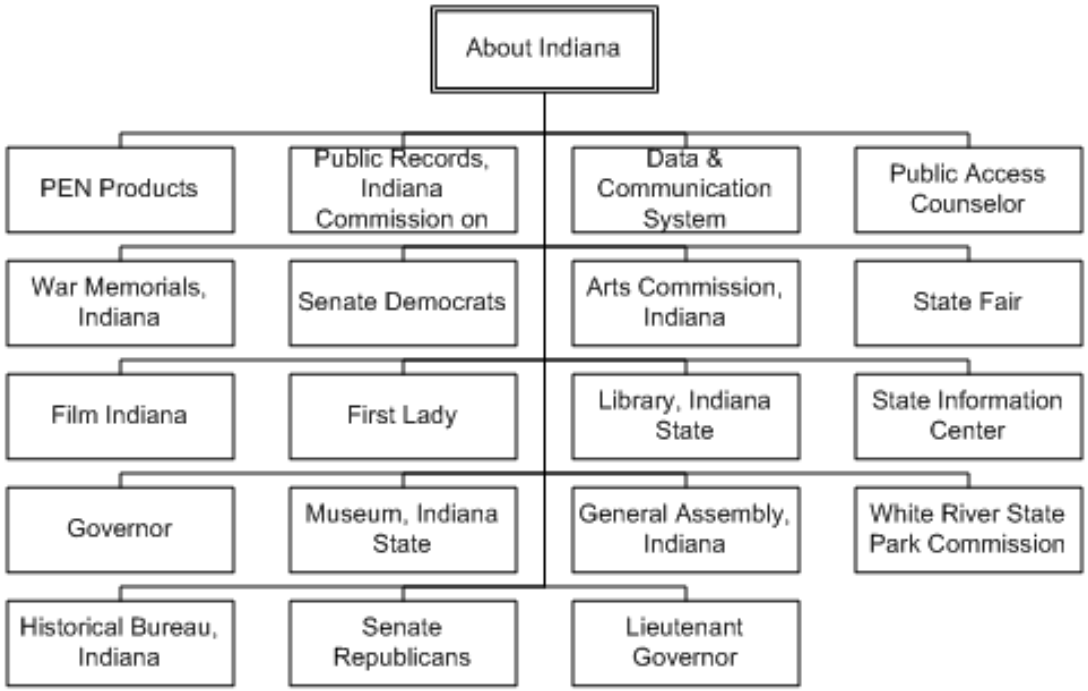


Fiscal Year 2011

IN.gov Calendar

Phase 2: Calendar Design

- "About IN.gov" & Subordinate Agencies

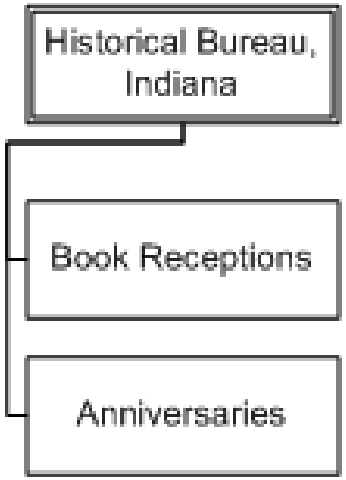


Fiscal Year 2011

IN.gov Calendar

Phase 2: Calendar Design

- "Historical Bureau" & Subordinate Calendars



Fiscal Year 2011

IN.gov Calendar

Calendar Entry Types

- Deadlines
- State Holidays
- Public Meetings
- News
- Press Advisories
- Announcements
- Legislative Hearings
- Public Service Offerings
- State Personnel
- Seasonal Events
- Fairs and Exhibitions
- Performances
- Seminars/Workshops
- Pandemic Information
- Alerts and Notifications
- Initiatives

Fiscal Year 2011

IN.gov Calendar

Advanced Features

- Import/link to other agency calendar systems
- Setup Locations for map integration
- Configure Advanced Search on all calendar metadata
- Setup Email Notification on specific Calendar events

Events Calendar

Search:

August 11, 2010

FEATURED EVENTS

Department of Natural Resources

Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center North
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center North
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center North
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center North

Business & Employment

Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center South
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center South
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center South
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Government Center South

Indiana State Police - DUI Check Points

Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Law Enforcement Academy
Monday, August 09, 2010 Starts at 8:00 AM	Test event with lots of tests and a few more tests.	Indiana Law Enforcement Academy

CALENDAR

day | week | month | year

August 2010

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Month: Select

ADVANCED SEARCH

Submit

From:

To:

City:

State: Select Zip:

County: Select

Within: 10 miles

Category: Select

Keyword:

Events Calendar

Search:

Event Details

Firearms Handgun Instructor Course #201016

40 Registrations Available

Register Now

Start Date: 8/24/2010 **Start Time:** 8:00 AM
End Date: 8/24/2010 **End Time:** 5:00 PM

Click here to see additional series dates.

Attachments: Agenda | Program

remind me | notify me | add to calendar | email a friend

Event Description

PLEASE NOTE: REGISTRATION MUST BE DONE THROUGH THE ACADIS PORTAL FOR COURSES THAT BEGIN AFTER JULY 1, 2010. YOU WILL NOT BE ABLE TO REGISTER THROUGH TRATS REGISTRATION SYSTEM.

Only individuals who meet the following prerequisites will be enrolled:

. Basic graduate with a minimum of 3 years law enforcement experience or an approved ILEA waiver for extenuating circumstances.
. Successful completion of the Proficiency Pre-Qualification Test.
. Successful completion of an LETB-approved Instructor Course

This course includes how to organize and conduct firearms training programs, when lethal force should and should not be used, and how to improve and maintain proficiency levels. As part of this course, the candidate will be assigned to a group, where the group will be responsible for designing and conducting a Firearms Live Fire program.

They will be evaluated in the following areas:
. Written Course Objectives
. Written Lesson Plans
. Live Fire Course Diagrams
. Acting as a Range Safety Officer
. Acting as a Lead Instructor

Cost: $600 Resident/$475 Commuter for Indiana Residents
$720 Resident/$570 Commuter for out-of-state residents
Inservice Credit: 40 hours

Location Information

Indiana Law Enforcement Academy (Map)
5402 Sugar Grove Road
Plainfield, IN 46168
Phone: (317) 839-5191

Contact Information

Name: Sam Stater
Phone: 317-232-8248
Email: demo@activedatax.com

CALENDAR

day | week | month | year

August 2010

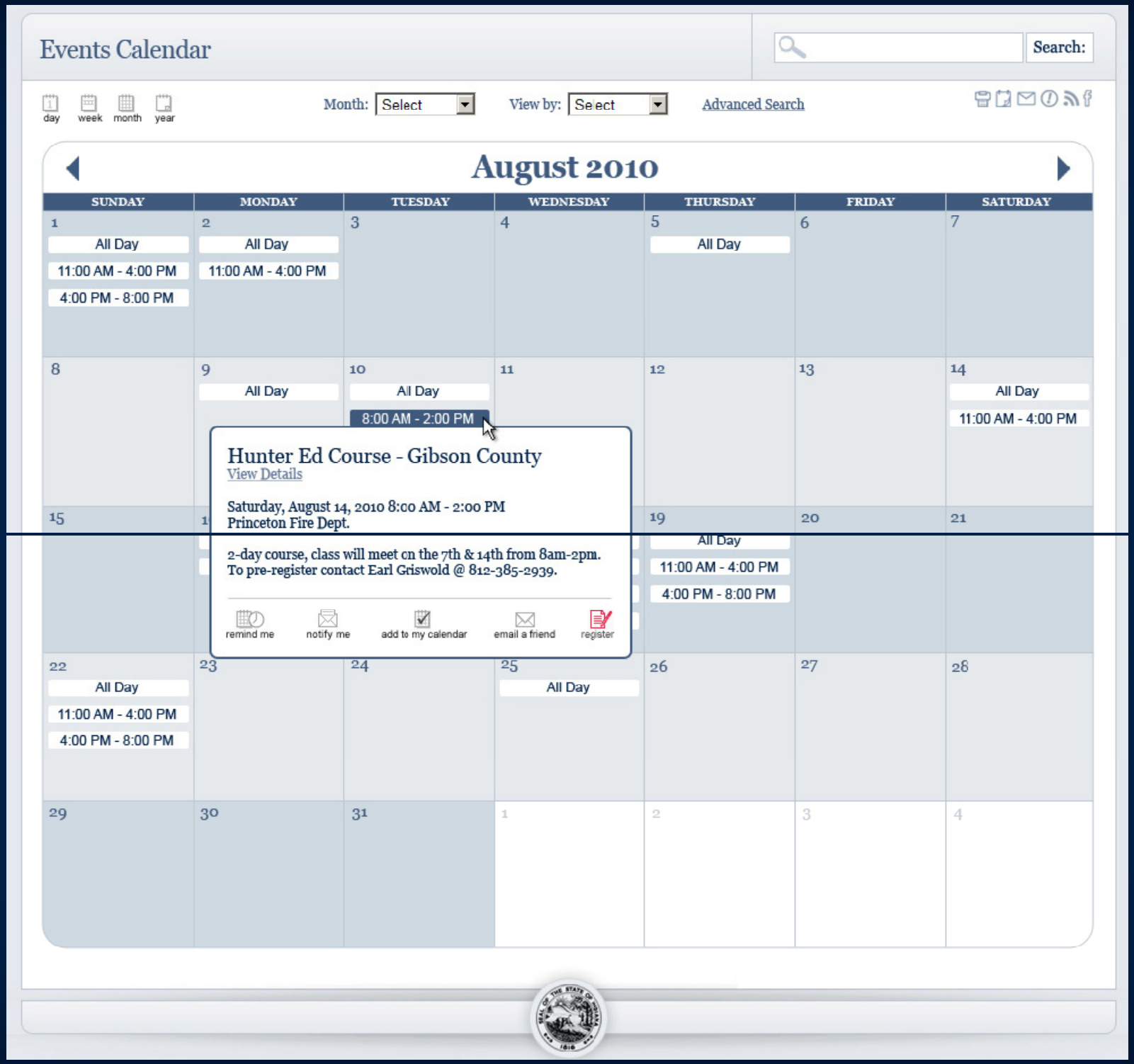
SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Month: Select

ADVANCED SEARCH

From:
To:
City:
State: Select Zip:
County: Select
Within: 10 miles
Category: Select
Keyword:

Submit


Events Calendar
Search:
day
week
month
year
Month: Select
View by: Select
Advanced Search
August 2010
SUNDAY
MONDAY
TUESDAY
WEDNESDAY
THURSDAY
FRIDAY
SATURDAY
1
All Day
11:00 AM - 4:00 PM
4:00 PM - 8:00 PM
2
All Day
11:00 AM - 4:00 PM
3
4
5
All Day
6
7
8
9
All Day
10
All Day
8:00 AM - 2:00 PM
11
12
13
14
All Day
11:00 AM - 4:00 PM
15
19
All Day
11:00 AM - 4:00 PM
4:00 PM - 8:00 PM
20
21
22
All Day
11:00 AM - 4:00 PM
4:00 PM - 8:00 PM
23
24
25
All Day
26
27
28
29
30
31
1
2
3
4
Hunter Ed Course - Gibson County
View Details
Saturday, August 14, 2010 8:00 AM - 2:00 PM
Princeton Fire Dept.
2-day course, class will meet on the 7th & 14th from 8am-2pm.
To pre-register contact Earl Griswold @ 812-385-2939.
remind me
notify me
add to my calendar
email a friend
register

Fiscal Year 2011 Goals

Robert Paglia, Director of IN.gov

Fiscal Year 2011

New and Enhanced Applications

- [DNR] Benevolence Fund
- [DNR] iPhone Application Suite
- [DOR] Checkout 3 install
- [BMV] 1 off Driver License Records
- [SOS] Online Amendments
- [ISDH] DNPA Healthy Communities Database Project
- [ILRC] Statutory Enhancements

Fiscal Year 2011

New and Enhanced Applications

- [IDOA] Lobbyist Enhancements and eCheck
- [BMV] Survey
- [BMV] Watercraft Registration & Title Lookup
- [ARTS] Grant Application
- [ISDA] Farmers Market Blog
- [PLA] Inspect
- [DOR] I-File/Epay Enhancements
- [WIC] Website and application

Fiscal Year 2011

Mobile applications

- Release of iPhone 4 (1.7 million sold in first 3 days)
- Droid Phones currently selling 200,00 phones per day
- iPhone and Droid represent 50% of our mobile website hits.*
- These devices also are 1 and 2 respectively within the Top 20 mobile device models.*

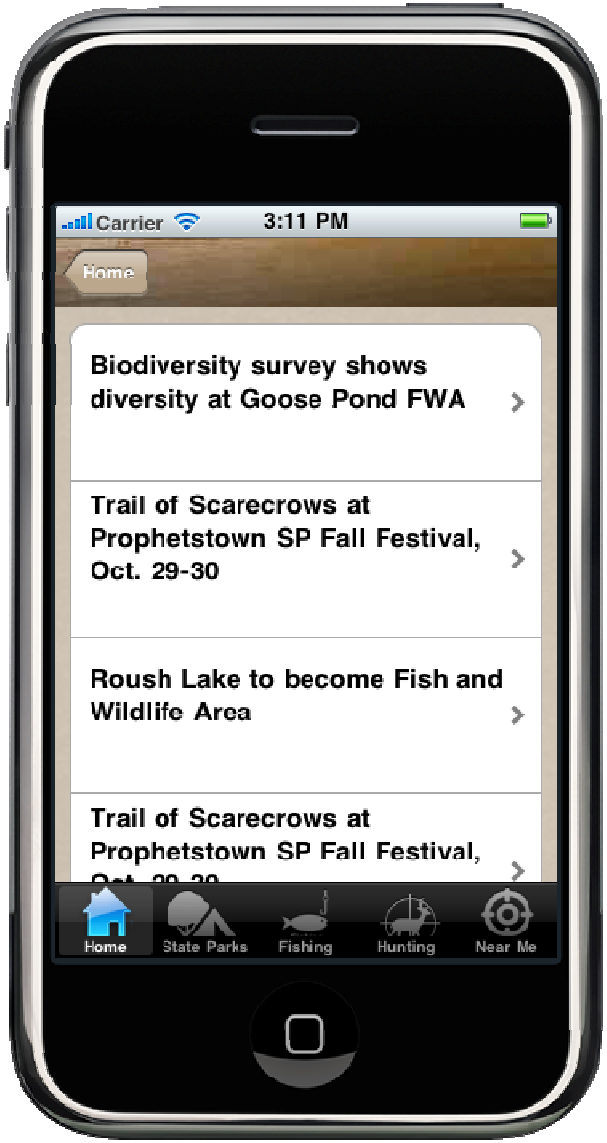
*Usablenet Statistics for mobile.IN.gov

Fiscal Year 2011

Mobile Applications

DNR iPhone Application

- RSS Feeds news with DNR Facebook and Twitter links
- Comments and Report Bug section
- Four main categories
  - Parks and Reservations
  - Fishing
  - Hunting
  - Near me



Fiscal Year 2011

Mobile Applications

DNR iPhone Application - Fishing

- Reports what fish are in the what lake
- Link to purchase fishing license

Fiscal Year 2011

Mobile Applications

DNR iPhone Application – Hunting

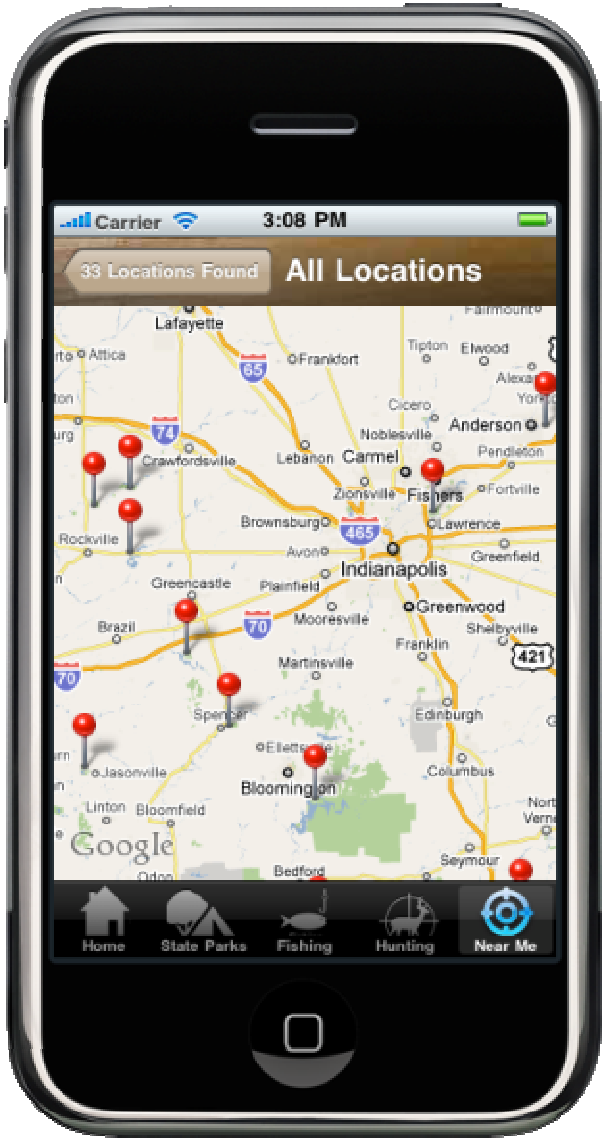
Will give users information on hunting seasons, game checking stations as well as the ability to buy a hunting license.

Fiscal Year 2011

Mobile Applications

DNR iPhone Application – Near Me

Shows users what is near them to go fishing, hunting, and camping.



Fiscal Year 2011

Review IN.gov Partnerships

get the word out. GOVDELIVERY

RightNow

ExactTarget

OPEN TEXT The Content Experts™

Fiscal Year 2011

New IN.gov Header and Footer

Why the need to redesign the agency Header and footer?

1. Gain consistency with the updated IN.gov Home Page.
2. Ensure that key services such as Online Services are clearly and consistently accessible throughout.
3. Best practice is to refresh website every 36 months.
4. The Web changes so rapidly — in terms of design, technology, bandwidth, audience, and many other factors

IN.gov

SEARCH | IN.gov | GOV | advanced search

About Indiana | Agriculture & Environment | Business & Employment | Education & Training | Family & Health | Law & Justice | Public Safety | Taxes & Finance | Tourism & Transportation

Find an Agency | Find a Person | HELP

- Governor Daniels Home
- About the Governor
- First Lady Cheri Daniels
- Lt. Governor Becky Skillman
- Ask Mitch
- Divisions
- Governor's Residence
- Indiana Honors & Recognition
- Info for Kids
- Internship Opportunities
- Motorcycle
- Multimedia
- Newsroom
- Photo Gallery
- Previous Governors
- Trade Missions

INvest.in.gov

JOBS. SPEED. LONG-TERM VALUE.

SIGN UP FOR THE GOVERNOR'S UPDATE

INDIANA GOVERNOR MITCH DANIELS

Latest News

WATCH GOVERNOR DANIELS ON YouTube

Governor Daniels' YouTube Channel is an easy way to keep up with recent news from the governor's office. Click here to watch recent speeches, interviews and media availabilities.

- Governor Daniels Names New Purdue Trustee and Member of Commission for Higher Education (view)
- Governor Daniels Announces Leadership Changes at the Office of Management and Budget (view)
- Governor Announces 6th Annual Charity Motorcycle Ride (view)
- Governor Daniels appoints Marion Superior Court judge (view)
- Daniels adds Virgil I. "Gus" Grissom to Hoosier Heritage Gallery (view)

Online Services
FIRST IN LINE EVERY TIME

- Live Help
- Purchase an Indiana or U.S. Flag
- Request a Proclamation
- Search the Governor's Boards & Commissions
- Forms.IN.gov

More Online Services »
Account Center »

Stay Connected

RSS Feeds | YouTube | Podcasts | Mobile

What's Happening In My County
visit the IN.gov map feature>

Top FAQs | I Want To...

1. Reserve the Governor's residence
2. Take a tour of the Governor's residence
3. Sign up for the Governor's Weekly Update
4. Make an Honor and Recognition Award Submission

AMERICA SUPPORTS YOU
Show Your Support of Our Troops.

Calendar | Help | IN.gov User Survey | Newsroom | Online Services | Policies | Sitemap | Text Only | Browsealoud Text Reader | Agency Information: 1-317-232-4567

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SEARCH IN.gov

Advanced Search

GOVERNOR MITCH DANIELS
Visit his Home Page »

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- Governor Daniels names two new trustees at Indiana University, reappoints other higher education leaders (view)
- Governor announces partnership to improve public safety (view)
- Governor Daniels' statement about the passing of Jane Blaffer Owen (view)
- Daniels announces opportunity to increase access to higher education (view)
- Governor announces second major land conservation project (view)

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Governor Mitch Daniels INShape Indiana

Calendar
Check out upcoming events!

Online Services
Be the first in line every time!

Frequently Asked Questions
Browse today's top questions!

Home
Help
IN.gov User Survey
Newsroom
Policies
Sitemap
Text
Browsealoud Text Reader
State Info: 1-800-457-8283

Information For:

- Businesses
- Kids
- Local Government
- Residents
- State Employees
- Vendors & Lobbyist
- Visitors

Other Elected Officials
Lt. Gov. Becky Skillman | Atorney General | Secretary of State | Auditor | Superintendent | Treasurer

Legislative
General Assembly | Find Your Legislator | Bills & Resolutions | Property Tax Studies

Judicial
Judicial Branch | Appellate & Trial Courts | Self-Help Legal Center | Education

Social Media and Governance Council Update

Mark Amick
Department of Environmental Management

IN.gov Governance Council

- Social Media Intake / Process and Standards– requires agency sign off and deployment and maintenance information
- Council Provides Advice On – deployment and maintenance; planning; coordination efforts; tips for use and development aid
- IN.gov Site Standards Update
- Future: Social Media Guidance and Best Practices Information

Social Media and Indiana Government

- Number of Agencies Using Social Media
- Most Used Tools - YouTube, Twitter and Facebook
- Common Uses – Facebook fan page; Twitter news and events feeds; YouTube instructional video
- New Uses / Tools – SMS texting; interactive mapping; customer-driven data deployment

Social Media

The Good, the Bad, and Really Ugly Truth

- **Good** – cost effective tool; wide range of information can be offered; many service free to start; can "target" an audience
- **Bad** – time consuming; service fees when user numbers increase; Terms of Use agreements; ownership of content; costs
- **Really Ugly** – control (who has it?); staying current and keeping users engaged; hidden legal issues; public records issues; information / data security

Future of Social Media in Government

- **Expansion** – Better use of and cross-promotion of agency sites (YouTube / Twitter / Facebook)
- **New Tools** – SMS texting; Four Square; widget feeds; mobile apps (native and HTML5); data mashups; wikis; social media driven sites; state and federal joint tools
- **Challenges** – Establishing clear goals, policies and Terms of Use; ownership of materials; public records challenges

Fiscal Year 2011

Thank you to our State Partners!

- Agencies
- IOT
- Governor's Office
- Separately Elected Officials
- General Assembly
- Courts

Fiscal Year 2011

Thank you to our Partner Vendors!

- Indiana Interactive
- Haverstick Consulting
- RightNow Technologies
- GovDelivery
- ExactTarget
- OpenText
- Webtrends
- UsableNet

Presentation Close

Questions and Answers